



ESTADO LIBRE ASOCIADO DE
PUERTO RICO

ADMINISTRACIÓN DE DESARROLLO LABORAL

PY 2013-14

PR WIA and WP Annual Report Narrative 2013



Cueva Ventana, Ciales PR



Guajataca Old Train Rail, Quebradillas



Vance Thomas
Secretary

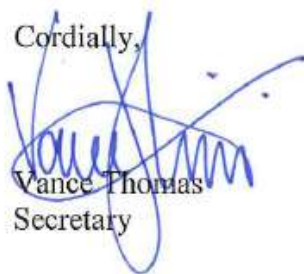
Message from the Puerto Rico Secretary of Labor Hon. Vance Thomas

On behalf of the Commonwealth of Puerto Rico and the Puerto Rico Department of Labor and Human Resources, I am pleased to submit our Workforce Investment Act (WIA) Annual Report for Program Year 2013-2014. During this year we have strived to lay the foundation for the transformation of Puerto Rico's workforce investment system and have made great advances and accomplishments in the process.

Transformation needs to occur on several levels and key milestones have been achieved in this process. Moving forward for the alignment of the fragmented workforce investment system with leading regional economic development partnerships and new statewide policies on investment, performance and governance are strategies targeted to the creation of a system that is driven by the needs of a 21st Century global economy. Emerging biotech and aerospace industries and its derived clusters represent a paramount opportunity to strengthen our global competitiveness,

I would like to thank the State Board, Local Workforce Investment Boards, their Local Areas and Team Puerto Rico for their efforts and commitment to system transformation. We are encouraged by the achievements during this program year and recognize that there is still much work to be done. The workforce development system in Puerto Rico will continue to respond to the ever changing local and global markets, enhancing the economic development of our communities.

Cordially,



Vance Thomas
Secretary





Message from the President State Workforce Investment Board

The Puerto Rico State Workforce Investment Board is very pleased to submit our Annual Report for the Program Year 2013-14. Through this year, and conscious of the substantial changes in the world economics, we have dedicated our best efforts to develop strategies and mechanisms to keep our labor force at the most competitive levels in order to maintain Puerto Rico in mainstream of this change.

The Mission of the State Workforce Board is the integration of the private, public and academic sectors, through carefully developed strategies, to increase its participation in the workforce system. Our goal is to empower the labor force with transferable skills responsive to the production and technological fluctuations and challenges of the international markets.

The State Workforce Board represents a key partner from the entrepreneurial sector in the identification of the training needs for a more competitive labor force responsive to the demands of the global market. The State Board compromise is to endorse and fostering a robust skilled workforce and the creation of the job slots necessary to employ these workers.

Cordially,

Raúl Rodríguez Font
President

State Workforce Investment Board

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**Message from the Administrator
Labor Development Administration (ADL)**

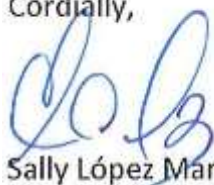
On behalf of the Workforce Investment System members in Puerto Rico, the Labor Development Administration (LOA) presents the Commonwealth of Puerto Rico Workforce Investment Act (WIA) Annual Report for Program Year 2013-2014.

During this period, our main goal was to improve the System's performance by providing technical assistance to the LOA's 15 Local Areas, so that they could maximize and offer better services to young people, adults and dislocated workers in the One Stop Centers located throughout the Island.

We are encouraged by the achievements obtained during this Program Year. The Workforce Development System members in Puerto Rico will keep working with passion and effectiveness in order to respond to the local and global markets changes, and enhance the labor and socio-economic development of our communities.

Next year the System will be facing another transformation and we will be able to keep improving the service and performance as a team, reaching and extending a hand to those who need it the most.

Cordially,



Sally López Martínez
Administrator

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INTRODUCTION

The island's growth and prosperity depend on our labor force's skills and ability to adapt to change. It is essential, therefore, that we support the continuous training of our workforce in order to galvanize business activity, particularly, in cutting-edge enterprises. As people acquire knowledge and expertise, their employment and salary options increase while economic dependence decreases. The Puerto Rico Department of Labor and Human Resources will keep promoting the creation of new jobs through training activities responsive to the market needs in high growth and high demand occupations. This will be possible by implementing strong alliances of the WIA System with employers, municipalities, labor unions, community and professional organizations and all the participating entities making possible the achievement of our goals.

TEGL 9-14, October 8, 2014, *Workforce Investment Act (WIA) Program Year (PY) 2013 Annual Report Narrative*, provide the guidance to the states regarding the content of the WIA Annual Report Narrative for PY 2013-14. This Annual Report contains the required performance and analysis data for Adult, Dislocated Worker, and Youth Programs and costs of workforce investment activities. It provides a list of the waivers granted and how the activities carried out under the waivers have directly or indirectly affected state and local area performance outcomes. The Annual Report also highlights activities and accomplishments of different services such as, Rapid Response, Job Fairs, Local Areas Strategies and Achievements and Success Stories from different Local Areas. Also, included the Local Areas Strategies to Engage Businesses and Employers, TAA, Monitoring Local Areas and Special Projects.

It was a challenging process but the result of this Annual Report is the best reward for all the key players in the workforce system once we understanding the need to focus on delivering service approach more effective to the client. Ahead we present the outcomes and highlight of Puerto Rico WIA and Wagner Peyser delivery of services during PY 2013-14.

REQUIRED REPORTING

According to WIA Sections 136(d) (1) and (2) and 185 (d), requirements regarding *Performance Analysis and Data*, the following charts constitutes the performance data reported for the PY 2013-14 for Adult, Dislocated Worker and Youth Programs. The WIA Annual Report is based in the Workforce Investment Act Standardized Record Data (WIASRD) files, and covers participants who received financially assisted services by formula and statewide reserve funds.

The Youth, Adults and Displaced Workers Programs served 32,297 participants in Program Year (PY) 2013. A total of 24,314 exited from the programs during the program year. The Adult Program served 17,551 participants and 14,623 exited, while the Dislocated Workers program served 2,727 and 1,815 exited the program. The Older Youth Program served 3,346 participants and the Younger Youth Program represented the highest amount with 8,673.

During PY 2013, the Commonwealth of Puerto Rico met or exceeded with 14 of the 17 Performance Measures negotiated with the United States Department of Labor (USDOL). In the following section, we present a summary of the results obtained from each one of the negotiated Performance Measures. For the Adult Program a 64.1% performance was attained for the Entered Employment Rate measure, while the Dislocated Worker Program, for the same measure, was 64.45%. The Employment Retention Rate achieved 85.13% for Adults Program and 87.62% for the Dislocated Workers Program. Earnings Change in Six Months measure for the Adult Program was \$6,421 while for Dislocated Workers Program was \$6,664. Finally, Employment and Credential Rate met 50.51 in adults program and 54.93 for dislocated workers. In these eight performance rates for adults and dislocated workers only the six months average earnings were not reached the negotiated measure.

The Youth Program presents performance levels were as followed: for the Entered Employment Rate of the Older Youth Program 53.54% was the actual performance and over the negotiated level, for the Employment Retention Rate 92.19% was achieved over the negotiated 88% rate. The Earnings Change in Six Months was set at \$2,000 and \$3,455.47 was accomplished. The Employment and Credential Rate was negotiated at 28.8% and 38.82% was the final performance for the measure. The Younger Youth Program finished with the Skill Attainment Rate of 85.96%, 79.78% for the Diploma or Equivalent Attainment Rate and 73.09% for the Retention Rate for Younger Youth. In those three performance measures for younger youth, the Skill Attainment Rate didn't met the negotiated level.

The results for the Workforce Investment Act Customer Satisfaction Rate indicate the participants and employers of the system in Puerto Rico are very satisfied with the services provided by the Local Areas with a high rates but the employer satisfaction didn't met the negotiated performance level. Customer satisfaction rate negotiated for participants was of 92% and the results reflect 93.4% of performance level. Meanwhile the negotiated satisfaction rates for employers was of 95% and the actual performance level using the American Customer Satisfaction Index was 79.9% and didn't met the required measure.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	92	93.40	500.00	6,733.00	558.00	89.60
Employers	95	79.90	500.00	564.00	522.00	95.08

Table B: Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	43	64.11	3,430.00
			5,350.00
Employment Retention Rate	78	85.13	3,297.00
			3,873.00
Six Months Average Earnings	\$8,100	\$6,421.08	\$9,541,721.03
			1,486.00
Employment and Credential Rate	34	50.51	799.00
			1,582.00

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive Or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	53.01	97.00	50.00	7.00	34.88	15.00	61.22	150.00
		183.00		14.00		43.00		245.00
Employment Retention Rate	88.59	132.00	75.00	9.00	87.50	7.00	85.92	122.00
		149.00		12.00		8.00		142.00
Six Months Average Earnings	\$4,963.03	\$372,227.12	\$6,214.77	\$18,644.31	\$5,686.79	\$5,686.79	\$7,842.35	\$243,112.74
		75.00		3.00		1.00		31.00
Employment And Credential Rate	55.42	46.00	50.00	2.00	37.50	3.00	36.67	11.00
		83.00		4.00		8.00		30.00

Table D - Outcome Information by Service Level for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	72.94	1,353.00 1,855.00	55.95	1,043.00 1,864.00	65.65	923.00 1,406.00
Employment Retention Rate	81.92	829.00 1,012.00	83.26	1,194.00 1,434.00	89.43	1,184.00 1,324.00
Six-Months Average Earnings	\$6399.61	\$3,174,205.75 496.00	\$6,782.69	\$2,719,857.57 401.00	\$6,187.44	\$3,483,530.23 563.00

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	51	64.45	1,151.00 1,786.00
Employment Retention Rate	84.5	87.62	1,281.00 1,462.00
Six Months Average Earnings	\$7,623	\$6,664.11	\$4,471,618.47 671.00
Employment and Credential Rate	45.4	54.93	262.00 477.00

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	50.00	3.00 6.00	62.50	5.00 8.00	44.58	37.00 83.00	64.29	36.00 56.00
Employment Retention Rate	83.33	5.00 6.00	100.00	4.00 4.00	77.08	37.00 48.00	80.00	24.00 30.00
Six-Months Average Earnings	\$4,766.64	\$14,299.91 3.00	\$1,776.25	\$1,776.25 1.00	\$7,900.64	\$158,012.88 20.00	\$5,416.60	\$37,916.18 7.00
Employment and Credential Rate	0	0 2.00	42.86	3.00 7.00	60.00	6.00 10.00	56.25	18.00 32.00

Table G - Outcome Information by Service Level for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	76.30	264.00 346.00	54.14	477.00 881.00	76.05	362.00 476.00
Employment Retention Rate	86.88	245.00 282.00	84.92	490.00 577.00	90.32	457.00 506.00
Six Months Average Earnings	\$6,417.17	\$917,654.92 143.00	\$6,947.81	\$1,243,657.82 179.00	\$6,356.38	\$1,925,983.10 303.00

Table H.1 - Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education Rate	0	44.06	3,556.00
			8,070.00
Attainment of Degree or Certificate Rate	0	31.63	1,766.00
			5,584.00
Literacy and Numeracy Gains	0	16.99	192.00
			1,130.00

Table H.1.A - Outcomes for Youth Special Populations*

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Placement in Employment or Education Rate	60.37	195.00	0	0	34.04	32.00	53.54	1,414.00
		323.00		0		94.00		2,641.00
Attainment of Degree or Certificate Rate	16.67	48.00	0	0	27.87	17.00	27.03	160.00
		288.00		0		61.00		592.00
Literacy and Numeracy Gains	37.50	12.00	0	0	9.09	1.00	16.99	192.00
		32.00		0		11.00		1,130.00

Table H.2 - Older Youth Results (19-21)*

Reported Information	Negotiated Performance level	Actual Performance Level	
Entered Employment Rate	40	53.54	710.00
			1,326.00
Employment Retention Rate	88	92.19	862.00
			935.00
Six Months Average Earnings	\$2,000	\$3,455.47	\$1,185,226.46
			343.00
Employment and Credential Rate	28.8	38.82	811.00
			2,089.00

Table I - Outcomes for Older Youth Special Populations*

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	46.03	29.00	0	0	48.28	14.00	51.89	577.00
		63.00		0		29.00		1112.00
Employment Retention Rate	93.33	28.00	0	0	94.12	16.00	91.43	651.00
		30.00		0		17.00		712.00
Six-Months Average Earnings	\$3,282.63	\$22,978.44	\$0	\$0	\$-2,149.59	\$-2,149.59	\$3,654.17	\$840458.70
		7.00		0		1.00		230.00
Employment and Credential Rate	39.78	37.00	0	0	42.86	15.00	34.84	510.00
		93.00		0		35.00		1,464.00

Table J - Younger Youth Results (14-18)*

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	96	85.96	5,841.00
			6,795.00
Diploma or Equivalent Attainment Rate	63	79.78	1,243.00
			1,558.00
Retention Rate	66	73.09	2,993.00
			4,095.00

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	94.17	323.00	95.00	57.00	83.79	1,127.00
		343.00		60.00		1,345.00
Diploma or Equivalent Attainment Rate	85.71	36.00	85.00	17.00	69.14	242.00
		42.00		20.00		350.00
Retention Rate	54.72	29.00	64.71	22.00	61.44	835.00
		53.00		34.00		1,359.00

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	56.65	1,696.00	\$2,338.03	\$3,443,917.26	0.03	1.00	\$2,498.12	\$4,571,561.41	30.23	279.00
		2,994.00		1473.00		3,430.00		1,830.00		923.00
Dislocated Workers	60.53	736.00	140.31	\$3,469,253.51	0.17	2.00	\$2,727.15	\$1,764,463.04	24.86	90.00
		1,216.00		\$2,472,517.71		1,151.00		647.00		362.00
Older Youth	55.81	471.00	\$3,218.28	\$1,004,102.33	0	0	\$1,745.47	\$520,150.12		
		844.00		312.00		710.00		298.00		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Total Adults	17,551	14,623
Total Adults (self)	6,979	7,513
WIA Adults	14,890	12,868
WIA Dislocated Workers	2,727	1,815
Total Youth (14-21)	12,019	7,876
Younger Youth (14-18)	8,673	5,932
Older Youth (19-21)	3,346	1,944
Out-of-School Youth	4,882	2,557
In-school Youth	7,137	5,319.

Table N - Cost of Program Activities
Puerto Rico 2013-2014

Table N - Cost of Program Activities		
Program Activity		Total Federal Spending
Local Adults		\$18,142,700
Local Dislocated Workers		\$9,037,345
Local Youth		\$17,203,985
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$2,534,300
Statewide Required Activities WIA Section 134(a)(2)(B)		\$3,703,112
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	\$211,297
	Supermercados Agueybana, Inc.	\$132,217
	Waffler Avenue, LLC	\$67,176
	Peter Paul Electric, Inc.	\$10,560
	Smart Statement, Inc.	\$1,343
Total of All Federal Spending Listed Above		\$50,832,738

Table O- Local Performance			
Local Area Name Bayamón/Comerio	Total Participants Served	Adults	898
		Dislocated Workers	158
		Older Youth	77
		Younger Youth	223
ETA Code # 72145	Total Exiters	Adults	770
		Dislocated Workers	145
		Older Youth	15
		Younger Youth	32
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	93
	Employers	95	76
Entered Employment Rate	Adults	43	82
	Dislocated Workers	51	92
	Older Youth	40	44
Retention Rate	Adults	78	86
	Dislocated Workers	84	90
	Older Youth	88	88
	Younger Youth	66	58
Six Months Average Earning	Adults	8,100	5,733
	Dislocated Workers	7,623	6,978
Six Months Earning Increase	Older Youth	2,000	2,280
Credential/Diploma Rate	Adults	34	58
	Dislocated Workers	45.40	27
	Older Youth	28.80	45
	Younger Youth	63	45
Skill Attainment Rate	Younger Youth	96	75
Placement in Employment or Education	Youth (14-21)		34
Attainment of Degree or Certificate	Youth (14-21)		30
Literacy or Numeracy Gains	Youth (14-21)		75
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Caguas/Guayama	Total Participants Served	Adults	3,590
		Dislocated Workers	406
		Older Youth	234
		Younger Youth	827
ETA Code # 72150	Total Exiters	Adults	3,113
		Dislocated Workers	198
		Older Youth	32
		Younger Youth	685
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	94
	Employers	95	82
Entered Employment Rate	Adults	43	83
	Dislocated Workers	51	76
	Older Youth	40	86
Retention Rate	Adults	78	86
	Dislocated Workers	84.5	88
	Older Youth	88	93
	Younger Youth	66	84
Six Months Average Earning	Adults	8,100	6,061
	Dislocated Workers	7,623	6,790
Six Months Earning Increase	Older Youth	2,000	3,562
Credential/Diploma Rate	Adults	34	35
	Dislocated Workers	45.40	14
	Older Youth	28.80	35
	Younger Youth	63	86
Skill Attainment Rate	Younger Youth	96	98
Placement in Employment or Education	Youth (14-21)		75
Attainment of Degree or Certificate	Youth (14-21)		83
Literacy or Numeracy Gains	Youth (14-21)		37
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Carolina	Total Participants Served	Adults	1,165
		Dislocated Workers	159
		Older Youth	157
		Younger Youth	242
ETA Code # 72125	Total Exiters	Adults	958
		Dislocated Workers	137
		Older Youth	156
		Younger Youth	242
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	96
	Employers	95	80
Entered Employment Rate	Adults	43	86
	Dislocated Workers	51	82
	Older Youth	40	82
Retention Rate	Adults	78	94
	Dislocated Workers	84	95
	Older Youth	88	97
	Younger Youth	66	98
Six Months Average Earning	Adults	8,100	6,255
	Dislocated Workers	7,623	7,753
Six Months Earning Increase	Older Youth	2,000	3,591
Credential/Diploma Rate	Adults	34	97
	Dislocated Workers	45.40	100
	Older Youth	28.80	58
	Younger Youth	63	91
Skill Attainment Rate	Younger Youth	96	79
Placement in Employment or Education	Youth (14-21)		83
Attainment of Degree or Certificate	Youth (14-21)		18
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		




Table O- Local Performance			
Local Area Name Guaynabo/Toa Baja	Total Participants Served	Adults	419
		Dislocated Workers	60
		Older Youth	146
		Younger Youth	496
ETA Code # 72110	Total Exiters	Adults	258
		Dislocated Workers	76
		Older Youth	83
		Younger Youth	287
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	92
	Employers	95	71
Entered Employment Rate	Adults	43	57
	Dislocated Workers	51	61
	Older Youth	40	50
Retention Rate	Adults	78	89
	Dislocated Workers	84	93
	Older Youth	88	95
	Younger Youth	66	69
Six Months Average Earning	Adults	8,100	11,099
	Dislocated Workers	7,623	7,016
Six Months Earning Increase	Older Youth	2,000	4,237
Credential/Diploma Rate	Adults	34	50
	Dislocated Workers	45.40	50
	Older Youth	28.80	30
	Younger Youth	63	69
Skill Attainment Rate	Younger Youth	96	84
Placement in Employment or Education	Youth (14-21)		29
Attainment of Degree or Certificate	Youth (14-21)		11
Literacy or Numeracy Gains	Youth (14-21)		3
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		




Table O- Local Performance			
Local Area Name La Montaña	Total Participants Served	Adults	1,579
		Dislocated Workers	80
		Older Youth	103
		Younger Youth	447
ETA Code # 72135	Total Exiters	Adults	1,485
		Dislocated Workers	69
		Older Youth	76
		Younger Youth	484
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	98
	Employers	95	88
Entered Employment Rate	Adults	43	52
	Dislocated Workers	51	66
	Older Youth	40	43
Retention Rate	Adults	78	86
	Dislocated Workers	84	97
	Older Youth	88	87
	Younger Youth	66	84
Six Months Average Earning	Adults	8,100	6,128
	Dislocated Workers	7,623	6,176
Six Months Earning Increase	Older Youth	2,000	3,554
Credential/Diploma Rate	Adults	34	36
	Dislocated Workers	45.40	50
	Older Youth	28.80	23
	Younger Youth	63	65
Skill Attainment Rate	Younger Youth	96	87
Placement in Employment or Education	Youth (14-21)		57
Attainment of Degree or Certificate	Youth (14-21)		77
Literacy or Numeracy Gains	Youth (14-21)		35
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		




Table O- Local Performance			
Local Area Name Manatí-Dorado	Total Participants Served	Adults	399
		Dislocated Workers	93
		Older Youth	107
		Younger Youth	223
ETA Code # 72130	Total Exiters	Adults	287
		Dislocated Workers	68
		Older Youth	83
		Younger Youth	219
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	85
	Employers	95	82
Entered Employment Rate	Adults	43	60
	Dislocated Workers	51	67
	Older Youth	40	51
Retention Rate	Adults	78	87
	Dislocated Workers	84	89
	Older Youth	88	91
	Younger Youth	66	68
Six Months Average Earning	Adults	8,100	6,607
	Dislocated Workers	7,623	7,695
Six Months Earning Increase	Older Youth	2,000	3,103
Credential/Diploma Rate	Adults	34	46
	Dislocated Workers	45.40	78
	Older Youth	28.80	18
	Younger Youth	63	95
Skill Attainment Rate	Younger Youth	96	86
Placement in Employment or Education	Youth (14-21)		56
Attainment of Degree or Certificate	Youth (14-21)		81
Literacy or Numeracy Gains	Youth (14-21)		17
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		




Table O- Local Performance			
Local Area Name Mayagüez-Las Marías	Total Participants Served	Adults	228
		Dislocated Workers	151
		Older Youth	141
		Younger Youth	285
ETA Code # 72085	Total Exiters	Adults	82
		Dislocated Workers	61
		Older Youth	61
		Younger Youth	178
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	96
	Employers	95	82
Entered Employment Rate	Adults	43	87
	Dislocated Workers	51	79
	Older Youth	40	52
Retention Rate	Adults	78	94
	Dislocated Workers	84	100
	Older Youth	88	100
	Younger Youth	66	81
Six Months Average Earning	Adults	8,100	6,446
	Dislocated Workers	7,623	7,123
Six Months Earning Increase	Older Youth	2,000	3,151
Credential/Diploma Rate	Adults	34	67
	Dislocated Workers	45.40	60
	Older Youth	28.80	42
	Younger Youth	63	70
Skill Attainment Rate	Younger Youth	96	96
Placement in Employment or Education	Youth (14-21)		29
Attainment of Degree or Certificate	Youth (14-21)		44
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Northeast	Total Participants Served	Adults	498
		Dislocated Workers	189
		Older Youth	584
		Younger Youth	2521
ETA Code # 72105	Total Exiters	Adults	315
		Dislocated Workers	115
		Older Youth	302
		Younger Youth	1510
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	90
	Employers	95	78
Entered Employment Rate	Adults	43	50
	Dislocated Workers	51	71
	Older Youth	40	48
Retention Rate	Adults	78	85
	Dislocated Workers	84	95
	Older Youth	88	96
	Younger Youth	66	67
Six Months Average Earning	Adults	8,100	6,280
	Dislocated Workers	7,623	6,240
Six Months Earning Increase	Older Youth	2,000	3,477
Credential/Diploma Rate	Adults	34	38
	Dislocated Workers	45.40	59
	Older Youth	28.80	30
	Younger Youth	63	64
Skill Attainment Rate	Younger Youth	96	67
Placement in Employment or Education	Youth (14-21)		21
Attainment of Degree or Certificate	Youth (14-21)		14
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Northwest	Total Participants Served	Adults	1182
		Dislocated Workers	146
		Older Youth	225
		Younger Youth	762
ETA Code # 72080	Total Exiters	Adults	1037
		Dislocated Workers	93
		Older Youth	95
		Younger Youth	412
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	98
	Employers	95	81
Entered Employment Rate	Adults	43	51
	Dislocated Workers	51	70
	Older Youth	40	39
Retention Rate	Adults	78	89
	Dislocated Workers	84	91
	Older Youth	88	94
	Younger Youth	66	66
Six Months Average Earning	Adults	8,100	5,172
	Dislocated Workers	7,623	6,054
Six Months Earning Increase	Older Youth	2,000	2,554
Credential/Diploma Rate	Adults	34	54
	Dislocated Workers	45.40	65
	Older Youth	28.80	33
	Younger Youth	63	78
Skill Attainment Rate	Younger Youth	96	95
Placement in Employment or Education	Youth (14-21)		86
Attainment of Degree or Certificate	Youth (14-21)		8
Literacy or Numeracy Gains	Youth (14-21)		100
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name North Central Arecibo	Total Participants Served	Adults	3,001
		Dislocated Workers	524
		Older Youth	202
		Younger Youth	354
ETA Code # 72075	Total Exiters	Adults	3,247
		Dislocated Workers	421
		Older Youth	105
		Younger Youth	371
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	95
	Employers	95	72
Entered Employment Rate	Adults	43	52
	Dislocated Workers	51	63
	Older Youth	40	44
Retention Rate	Adults	78	81
	Dislocated Workers	84	78
	Older Youth	88	77
	Younger Youth	66	87
Six Months Average Earning	Adults	8,100	5,975
	Dislocated Workers	7,623	6,660
Six Months Earning Increase	Older Youth	2,000	3,079
Credential/Diploma Rate	Adults	34	70
	Dislocated Workers	45.40	63
	Older Youth	28.80	29
	Younger Youth	63	89
Skill Attainment Rate	Younger Youth	96	92
Placement in Employment or Education	Youth (14-21)		69
Attainment of Degree or Certificate	Youth (14-21)		73
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Ponce	Total Participants Served	Adults	106
		Dislocated Workers	83
		Older Youth	258
		Younger Youth	650
ETA Code # 72055	Total Exiters	Adults	56
		Dislocated Workers	27
		Older Youth	175
		Younger Youth	397
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	96
	Employers	95	86
Entered Employment Rate	Adults	43	57
	Dislocated Workers	51	33
	Older Youth	40	45
Retention Rate	Adults	78	72
	Dislocated Workers	84	80
	Older Youth	88	100
	Younger Youth	66	74
Six Months Average Earning	Adults	8,100	6,377
	Dislocated Workers	7,623	3,286
Six Months Earning Increase	Older Youth	2,000	2,054
Credential/Diploma Rate	Adults	34	60
	Dislocated Workers	45.40	60
	Older Youth	28.80	13
	Younger Youth	63	50
Skill Attainment Rate	Younger Youth	96	100
Placement in Employment or Education	Youth (14-21)		25
Attainment of Degree or Certificate	Youth (14-21)		1
Literacy or Numeracy Gains	Youth (14-21)		3
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name San Juan	Total Participants Served	Adults	258
		Dislocated Workers	112
		Older Youth	193
		Younger Youth	353
ETA Code # 72005	Total Exiters	Adults	138
		Dislocated Workers	74
		Older Youth	94
		Younger Youth	204
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	80
	Employers	95	66
Entered Employment Rate	Adults	43	75
	Dislocated Workers	51	81
	Older Youth	40	55
Retention Rate	Adults	78	79
	Dislocated Workers	84	89
	Older Youth	88	95
	Younger Youth	66	67
Six Months Average Earning	Adults	8,100	6974
	Dislocated Workers	7,623	6426
Six Months Earning Increase	Older Youth	2,000	3022
Credential/Diploma Rate	Adults	34	75
	Dislocated Workers	45.40	68
	Older Youth	28.80	25
	Younger Youth	63	89
Skill Attainment Rate	Younger Youth	96	100
Placement in Employment or Education	Youth (14-21)		34
Attainment of Degree or Certificate	Youth (14-21)		8
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name South Central	Total Participants Served	Adults	590
		Dislocated Workers	87
		Older Youth	145
		Younger Youth	347
ETA Code # 72155	Total Exiters	Adults	550
		Dislocated Workers	83
		Older Youth	168
		Younger Youth	525
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	92
	Employers	95	84
Entered Employment Rate	Adults	43	51
	Dislocated Workers	51	70
	Older Youth	40	54
Retention Rate	Adults	78	78
	Dislocated Workers	84	73
	Older Youth	88	86
	Younger Youth	66	70
Six Months Average Earning	Adults	8,100	6579
	Dislocated Workers	7,623	6417
Six Months Earning Increase	Older Youth	2,000	4924
Credential/Diploma Rate	Adults	34	60
	Dislocated Workers	45.40	75
	Older Youth	28.80	31
	Younger Youth	63	72
Skill Attainment Rate	Younger Youth	96	85
Placement in Employment or Education	Youth (14-21)		46
Attainment of Degree or Certificate	Youth (14-21)		30
Literacy or Numeracy Gains	Youth (14-21)		71
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Southeast	Total Participants Served	Adults	508
		Dislocated Workers	279
		Older Youth	347
		Younger Youth	678
ETA Code # 72100	Total Exiters	Adults	202
		Dislocated Workers	94
		Older Youth	96
		Younger Youth	174
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	93
	Employers	95	85
Entered Employment Rate	Adults	43	54
	Dislocated Workers	51	63
	Older Youth	40	60
Retention Rate	Adults	78	89
	Dislocated Workers	84	91
	Older Youth	88	89
	Younger Youth	66	70
Six Months Average Earning	Adults	8,100	6,596
	Dislocated Workers	7,623	7,074
Six Months Earning Increase	Older Youth	2,000	4,397
Credential/Diploma Rate	Adults	34	47
	Dislocated Workers	45.40	50
	Older Youth	28.80	56
	Younger Youth	63	86
Skill Attainment Rate	Younger Youth	96	86
Placement in Employment or Education	Youth (14-21)		57
Attainment of Degree or Certificate	Youth (14-21)		47
Literacy or Numeracy Gains	Youth (14-21)		0
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table O- Local Performance			
Local Area Name Southwest	Total Participants Served	Adults	401
		Dislocated Workers	179
		Older Youth	426
		Younger Youth	252
ETA Code # 72090	Total Exiters	Adults	297
		Dislocated Workers	130
		Older Youth	401
		Younger Youth	200
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	92	95
	Employers	95	89
Entered Employment Rate	Adults	43	75
	Dislocated Workers	51	79
	Older Youth	40	67
Retention Rate	Adults	78	90
	Dislocated Workers	84	91
	Older Youth	88	94
	Younger Youth	66	92
Six Months Average Earning	Adults	8,100	4,872
	Dislocated Workers	7,623	6,231
Six Months Earning Increase	Older Youth	2,000	3,229
Credential/Diploma Rate	Adults	34	66
	Dislocated Workers	45.40	78
	Older Youth	28.80	68
	Younger Youth	63	96
Skill Attainment Rate	Younger Youth	96	91
Placement in Employment or Education	Youth (14-21)		45
Attainment of Degree or Certificate	Youth (14-21)		25
Literacy or Numeracy Gains	Youth (14-21)		100
Description of other State Indicators of performance (WIA Section 136(d)(1))			
Overall Status of Local Performance	<div><div> Not Met</div><div> Met</div><div> Exceeded</div></div>		

Table P - Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	19.00	
Covered Entrants Who Received a Service During the Entry Period	18.00	94.74
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	17.00	89.47

Table Q - Veterans' Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	66.67	4.00	66.67	2.00	0	0
		6.00		3.00		0
Employment Retention Rate	66.67	8.00	60.00	6.00	0	0
		12.00		10.00		0
Six Months Average Earnings	\$5,786.02	\$28,930.08	\$5,955.83	\$23,823.33	\$0	\$0
		5.00		4.00		0

CUSTOMER SATISFACTION MEASURES

The public workforce system established under WIA serves a dual-customer base consisting of job seekers and employers. Recognizing the importance of measuring service quality, WIA Section 136(b)(2)(B) requires states to measure customer satisfaction for employers and participants of state and local agencies that provide employment and training services.

The Commonwealth of Puerto Rico selects its own approach to capturing customer satisfaction information based on the ACSI methodology. Each year the process of capturing the data is performed by a competitive selected contractor. Customer satisfaction results are based on exiters from the calendar year. The Commonwealth of Puerto Rico used an ACSI based methodology where a single sampling rate is used throughout the State, the Local Board ACSI results on a customer satisfaction measure are aggregated to obtain State level results. Each Local Board's score are weighted before aggregating the outcomes to obtain results that are representative of the State overall. The information to compute these weighted scores are the sample frames for each Local Board in the State and each Local Board's score.

- The surveys are administered by telephone.
- Respondents are contacted within the window of opportunity outlined for participants and employers, and at least 500 surveys are completed statewide for each group -- participants and employers
- The surveys comply with the methodology spelled out in the ETA guidance, and the Local Board results are weighted to account for sampling differences, if appropriate, and aggregated to obtain state level outcomes.

The weighted average of participant ratings on each of the three Spanish translated questions regarding overall satisfaction is reported on a 0-100 point scale. The score is a weighted average, not a percentage. Following the guidance, WIA Title I-B participants with a last expected service date are eligible to be chosen for inclusion in the random sample. WIA Title I-B participants include individuals who are either adults, dislocated workers, older youth (ages 19-21), and younger youth (ages 14-18). Puerto Rico Customer Satisfaction Contractor randomly sample

individuals to obtain the desired number of completed surveys, determine the appropriate sample sizes and sampling percentages using the required response rates and the required number of interviews. Five hundred (500) completed participant surveys obtained each year for calculation of the measures. Participants are contacted as soon as possible on or after the last expected service date and no later than 60 days after the closure date.

Those eligible for surveying include employers who received a substantial service where the service has been completed or, if it is an ongoing service, when a full segment of service has been provided. All employers who received a substantial service involving personal contact with WIA staff are eligible to be chosen for inclusion in the random sample. Examples of substantial services include staff facilitated job orders, customized job training, customized labor market information requests, and on-the-job training activities following the established criteria:

- Employer customer satisfaction responses must be collected by way of telephone interviews. In-person interviews and mail questionnaires may be used only in situations where the individual does not have a telephone;
- Employers are contacted as soon as possible after the completion of the service and no later than 60 days after the completion of the service. For employers who listed a job order where no referrals were made, contact should occur 30 to 60 days after a job order was listed;
- Completion of a minimum of 500 employer surveys during the program year to accurately assess performance on the ACSI based methodology;
- The sampling methodology used to select potential respondents for the surveys are consistent random selection of a sample of employers eligible for the surveys.
- The minimum response rate for the employer survey is 70 percent. The response rate is calculated as the number of respondents with complete customer satisfaction information divided by the total number in the sampling frame. A survey is considered complete where valid answers are provided by respondents for each of the core questions outlined by ETA;

An introductory statement and core Spanish translated questions are read to the respondent at the beginning of the interview. The introductory script sets the context for the interview by focusing the interview on the service experience, date(s) of service, and the firm(s) or organization(s)

delivering the service(s). In addition to contact information, the survey administrators will need to know the service(s) provided to each customer, the date(s) of service, and the firm(s) providing the service(s) in order to complete the interviews. The service(s) should be worded in terms recognizable to the customer.

CUSTOMER SATISFACTION RESULTS

SATISFACTION (PARTICIPANTS AND EMPLOYERS)

Customer satisfaction results were gathered in Table-A, untitled Workforce Investment Act Customer Satisfaction Results shows in the Required Reporting Section of this Annual Report. Table A description and data are showed in the following points and in Charts 1 & 2:

- Negotiated Performance Levels** - The level of performance negotiated between the Commonwealth of Puerto Rico and USDOL were 92 for the participant measure and 95 for the employer measure.
- Actual Performance Levels** - The actual performance levels on the Customer Satisfaction Index were 93 for the participant measure and 79.9 for the employer measure.
- Number of Surveys Completed** - The number of surveys with answers to each of the three required questions were the required 500 for each measure.
- Number of Customers Eligible for the Survey** - The number of participants/employers in the group (sample frame) from which the customer sample was drawn were 6,733 for the participant measure and 564 for the employer measure.
- Number of Customers Included in the Sample** - The representative subset of participants/employers eligible for the surveys that were selected for interviews were 558 for the participant measure and 522 for the employer measure.
- Response Rates** - The response rate by dividing the number of completed surveys by the number included in the sample were 89.6 for the participant measure and 95.8 for the employer measure.



WAIVERS APPROVED BY ETA FOR PY 2012-17

The waiver request followed the format identified in WIA §189(i) (4) (B) and WIA Regulations at 20 CFR §661.420(c) and applied to WIA formula funds. Requested and approved waivers were:

Youth Services

1. **Waiver to permit the use of Individual Training Accounts(ITA) for older youth and out-of school youth program participants**

Waiver of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations at 20 CFR 664.510 on the use of ITA for older and out of school youth program participants.

2. **Waiver of the requirement at WIA Section 123 that providers of youth program elements is selected on a competitive basis.**

Waiver of statutory and regulatory requirements under WIA required that the ten program elements for youths be provided through a competitive procurement process. The waiver allows One Stop Centers and partner agencies the direct provision of services related to Supportive Services, Follow-up Services and paid and unpaid Work Experience.

Fund flexibility

3. **Waiver to permit the use of State set-aside Rapid Response funds to support Incumbent Worker Training**

Waiver of the language that limits authority to provide the activities identified in WIA Section 134(a)(3) to statewide reserve funds will allow the use of up to 25% of the funds reserved for rapid response activities under Section 133(a)(2) to provide statewide activities, including incumbent worker training , but excluding administration.

4. **Waiver of the required 50% percent employer match for Customized Training to permit a match based on a sliding scale.**

This waiver allows the use of a sliding scale for the employer match, for customized training for the employer match, based on the size of the business. Under this waiver the following sliding scale is permitted;

- No less than 10 % match for employers with 50 or fewer employees;
- No less than 25% match for employers with 51 to 100 employees.
- 50% for employers with more than 100 employees (current statutory requirement.)

This waiver is expected to increase flexibility and allow areas to serve business and industry based on their specific needs.

5. **Waiver to permit the use of 10% of Local Area formula funds to provide Incumbent Worker Training**

Waiver of the language that limits the authority to provide the activities identified in WIA Sections 134(a)(3), to permit local areas to request as per evaluation and reasonable justification, to use up to 10 % of Local Area formula funds for adults and dislocated workers to provide statewide employment and training activities identified at WIA Section 134 including Incumbent Worker Training programs, excluding administration.

6. **Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider.**

Waiver of regulations at 20 CFR 663.530 of the time limit on the period of initial eligibility for training providers. Under this waiver the state is allowable to postpone the determination of subsequent eligibility of training providers.

7. **Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs**

Waiver of WIA Section 133(b)(4) to increase up to 50% the funds transfer limit between the Adult and Dislocated Worker programs.

8. **Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations.**

Waiver of regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance

measure calculations. Regulation state that all participants served and outcomes should be reported in the WIASRD.

9. Waiver of regulations at 20 CFR 666.100 and 667.300(a) to allow states to discontinue collection of 7 WIASRD data elements for incumbent workers

Waiver of regulations at 20 CFR 666.100 and 667.300(a) to allow states to discontinue the collection of 7 WIASRD data elements for incumbent workers: single parent; unemployment compensation eligible status at participation; TANF; other public assistance; homeless individual and/or runaway and offender.

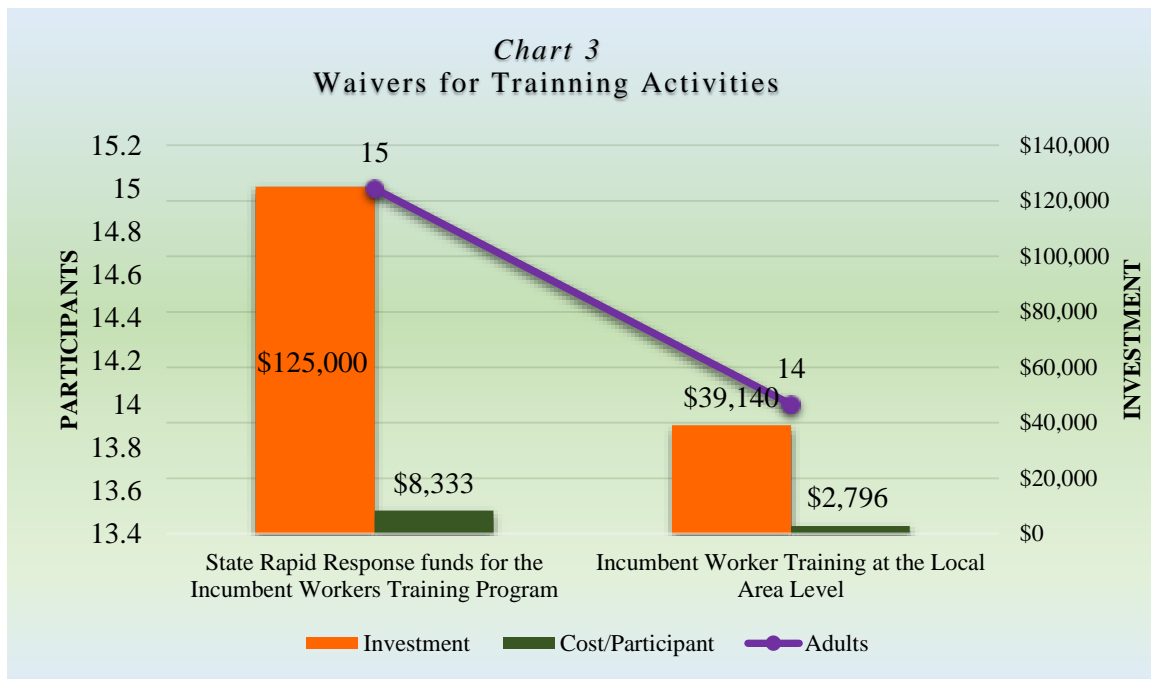
WAIVERS OUTCOMES

The Employment and Training Administration (ETA) granted Puerto Rico approval of nine waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to States and Local Workforce Areas. The federal agency approved the waiver plan submitted as part of the Puerto Rico's State Plan for Title I of the Workforce Investment Act (WIA) and the Wagner-Peyser Act 2012-16. ETA granted these waivers of statutory and regulatory requirements under the Workforce Investment Act (WIA) regulations, to offer flexibility to State and Local Workforce Areas, until June 30, 2017.

Of the nine approved waivers, six are applicable directly to the Local Areas delivery of services, two waivers (waiver eight and nine described previously related to state performance data) are applicable indirectly to the Local Areas because they apply to their compilation of support data to their incumbent worker and OJT participants; and the remaining waiver is applicable to State level. Waiver results for presentation in this report are divided in the following manner:

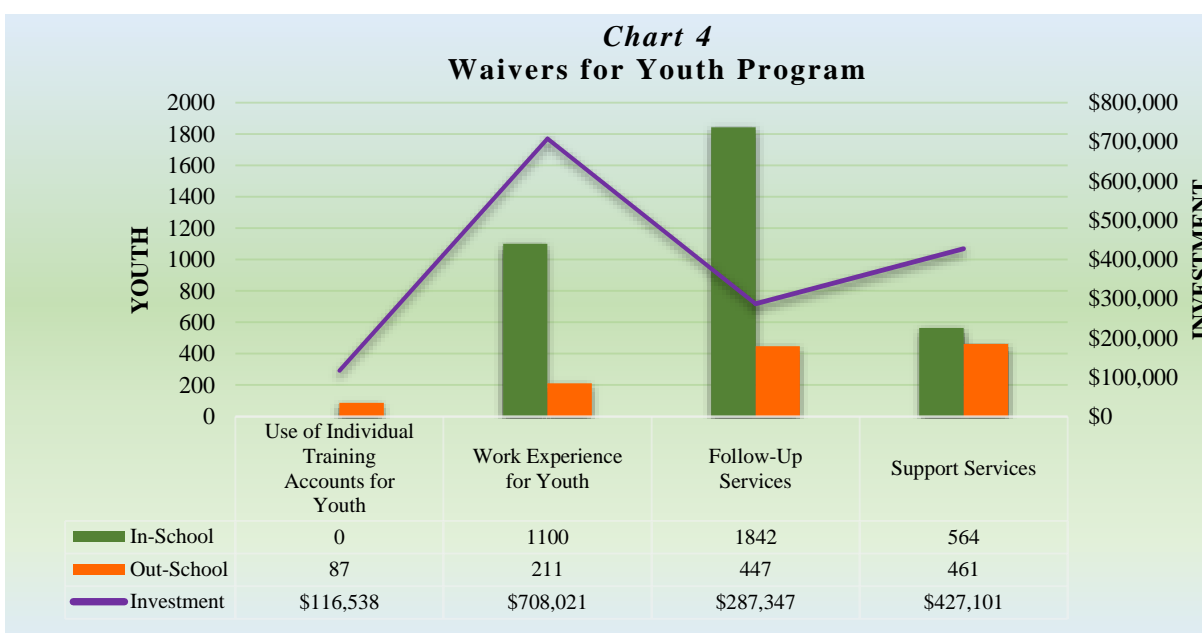
1. Group of waivers for training
2. Waiver for youth programs
3. Waiver of transfer between adults and dislocated workers
4. Waivers of state application level

The following charts present the information about the use of the approved waivers during PY 2013-14. Chart 3 shows the outcomes of three waivers related to training activities like Incumbent Worker Training at Local Area and Incumbent Workers at state level with Rapid Response set aside funds. Incumbent worker training at state level was used as layoff aversion strategy to fifteen (15) adults with and investment of \$125,000. Incumbent workers training at Local Area level was used by one WIB with an investment of \$39,140 for fourteen (14) incumbent workers. Although, these two waivers were of limit use, they still as an excellent tool for layoff aversion strategy, due to the loss of competitiveness and lack of skill that will face many incumbent workers.



Puerto Rico received since PY 2009, the approval of the **waiver from the provision of WIA Section 123** (Identification of Eligible Providers of Youth Activities) requirement, to competitive selection of providers of the following three (3) of the ten (10) Youth Program Elements: Supportive Services; Follow-up Services and Paid and Unpaid Work Experiences including Internships. These waivers allowed Local Areas to provide these three services in-house, resulting in a more timely delivery of services and achieving stronger ties with in school and out of school youths. Also, with these waivers Local Areas had cost savings and efficiencies that allowed the Local Workforce System to increase the number of youth served.

During PY 2013, eight (8) of the fifteen (15) Local Areas used the waiver approved to Puerto Rico to offer flexibility to the youth program. **Chart 4** shows statistic of delivery of services and investment for youth in these three elements. Related to the Youth Program element of Work Experience, a total of 1,311 youth received work experience service through this approach. The funds allocated for this work experience were of \$708,021. The average cost per youth for the each work experience was of \$540.



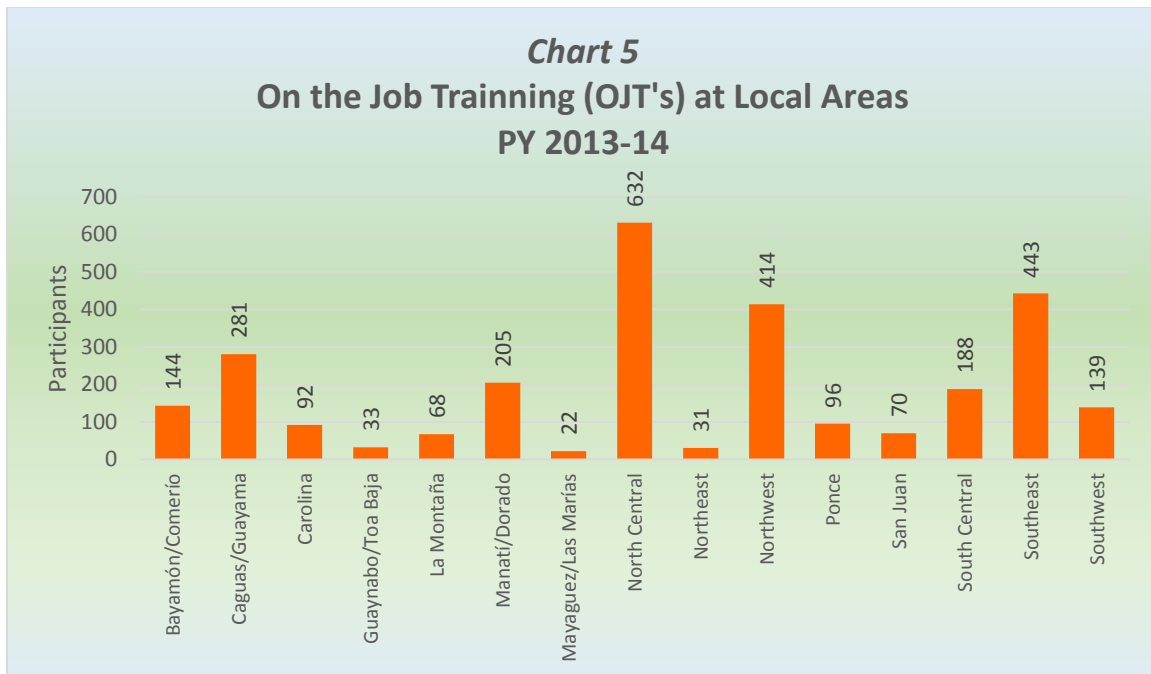
In the support services, the eight (8) Local Areas which used waiver delivered support services to 1,025 youths, with an investment of \$427,101. The average cost was of \$217 per youth. With the waiver for follow-up services were delivered to 2,289 youths, with an investment of \$287,347. The average cost was of \$126 per youth. This waiver has been very helpful to the local area due to the fact that is more cost effective.

Related to the waiver for the **Use of Individuals Training Account (ITA's) for youth**, during program year 2013-14, seven (7) of the fifteen (15) Local Areas delivered Individual Training Account (ITA's) for youth. A total of 87 older youth were impacted by this waiver, as show **Chart 4**. The Local Areas of Bayamón/Comerio and Mayagüez/Las Marías were which more ITA's

granted, with 29 and 27 ITA's, respectively, and both represent a 64% of the total of the delivered ITA's. The funds allocated for these 87 youth were of approximately of \$116,538 with an average cost of \$1,340 by youth. Through this waiver Local Areas had enough flexibility to deliver services based on the individual needs of participants as intended under WIA.

Regarding to the **Waiver of WIA Section 133(b)(4) to increase the funds transfer limit between the Adult and Dislocated Worker programs**, this waiver increase the efficiency and introduce more flexibility and creativity into design and implementation of employment and training activities for all Adult and Dislocated Worker clients. But during PY 2013-14, only the San Juan Local Area made transfer of funds of \$50,000 from Dislocated Workers Program to Adult Program to delivery service to 35 participants during the program year. The average cost per participants was of \$1,428. In the last two program years the ADL also encourage Local Areas to increase the delivery of service to dislocated workers, due to the decrease trend showed in the last three year in the total dislocated workers participants delivered and the continuous reduction in the allocation of funds. Although, some Local Area was intended to make a transfer request from dislocated workers to adult program, they were aimed to refocus their service strategies to increase dislocated workers outreach.

Related to **Waiver of Regulations at 20 CFR 666.100 to exempt state from including credential attainment outcomes for participants enrolled in OJT in the credential performance measure calculations**, Local Areas are used for OJT's recognized certificates and credentials, as defined in TEGL 17-05, for performance measure purposes. TEGL 17-05 indicates that "credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all state education agency recognized credentials."



During PY 2013, local areas had the opportunity to apply for a waiver to exempt them from including credential attainment outcomes in the performance standards for participants enrolled in the WIA On-the Job Training (OJT) program. **Chart 5** shows the statistic retrieved from WIASRD of participant's that received OJT activities during PY 2013. North Central Arecibo and Southeast were the two WIB with more OJT activities as show the chart previously described. This waiver helped the state to comply with the performance measure related to credential attainment due that simplify the gathering of data required to support the OJT activity. Delivery of service were offered to 2,858 participants. This waiver provided the opportunity to those local areas that are still struggling with the recording of appropriate credentials to continue with the provision of trainings without a negative impact on the credential rate performance measure.

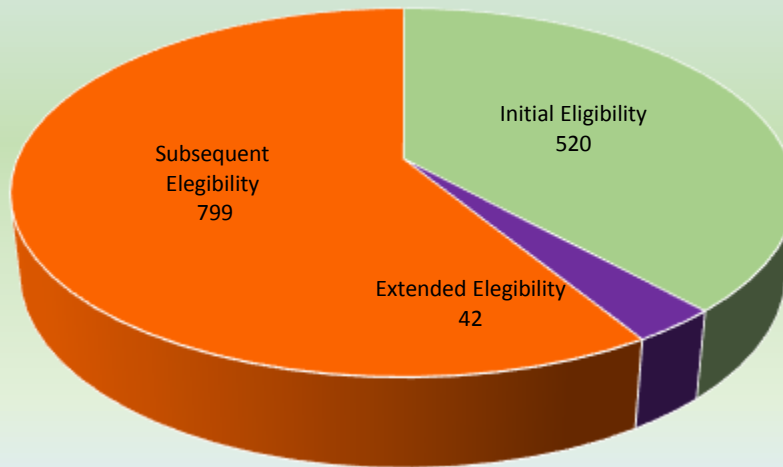
Related to Waiver of the provision of 20 CFR 666.530 that describes a time limit on the period of initial eligibility for training provider, WIA Section 122(c)(5), state that the Governor must require training providers to submit performance information and meet performance levels annually in order to remain eligible providers. The LDA has a structured process for registration and certification of eligible training providers, emitted on October 24, 2005 , entitled *Procedimiento para la Determinación de Elegibilidad Inicial y Subsiguiente para Proveedores de Servicios de*

Adiestramiento. Under this procedure, annually, the LDA updated the data of training programs and training providers that are included in the state Eligible Training Providers List (ETPL).

In order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA, the ADL designed a web system called *Sistema de Elegibilidad Lista Estatal de Proveedores* (SELEP, for its acronym in Spanish). Through that system the service providers can submit their training programs to Local Areas and after being validated by the Local Boards and later by the LDA, the ETPL lists is delivered to Local Areas, which can access it's through the following address: <http://selep.wiapr.org>. In addition, the LDA website has links to this web address. ETPL is available at each One-Stop Center and is used in the case management and counseling services for those participants who will be referred to a training activity.

Chart 6 shows the statistic of the ETPL services providers retrieved from the SELEP system. Puerto Rico workforce investment system had registered 1,362 training service providers to adult and dislocated workers clientele. Initial eligibility category had 520 service providers, meanwhile extended had 42 service providers and subsequent eligibility had 799 service providers. The application of this waiver will the notice once the 520 service providers with initial eligibility, submit their subsequent eligibility to still as WIA Title I service providers. However, the state provide continuous follow-up and oversight to the Local WIB service provider in order to have sufficient trainings programs available to WIA participants and to make accessible the information about training programs eligible to be funded by WIA.

Chart 6
Training Services Providers Eligibility Status
PY 2013-14



States may require that these performance requirements be met one year from the date that initial eligibility was determined, or may require all eligible providers to submit performance information by the same date each year. The effect of this requirement is that no training provider may have a period of initial eligibility that exceeds eighteen months. In the limited circumstance when insufficient data is available, initial eligibility may be extended for a period of up to six additional months, if the Governor's procedures provide for such extension. The indirect impact of this waiver application are the reduction of staff resources required to implementing the subsequent eligibility process, increase the customer choice and the number of eligible training providers, decreasing the data collection requirement upon the list and streamline the information for customers.

In relation to the Waiver of regulations at 20 CFR 666 and 667.300(a) to allow states to discontinue collection of seven (7) WIASRD data elements for incumbent workers, the **Chart 3**, previously presented in this report, incumbent worker training at state level was used for fifteen (15) incumbent workers during PY 2013, and at Local Level only fourteen (14) Incumbent workers received training under this flexibility waiver with a total investment of \$164,140. The Workforce

Investment Board La Montaña was the only that delivered services under this approach. However, this waiver still as excellent tool as layoff aversion strategy due to the loss of competitiveness of lack of skill that will face any incumbent worker fore ahead. The state will encourage the Local WIB to assess the use of this waiver and encourage to use it as additional tool to identify workers with loss of competitiveness and as a strategy of layoff aversion.

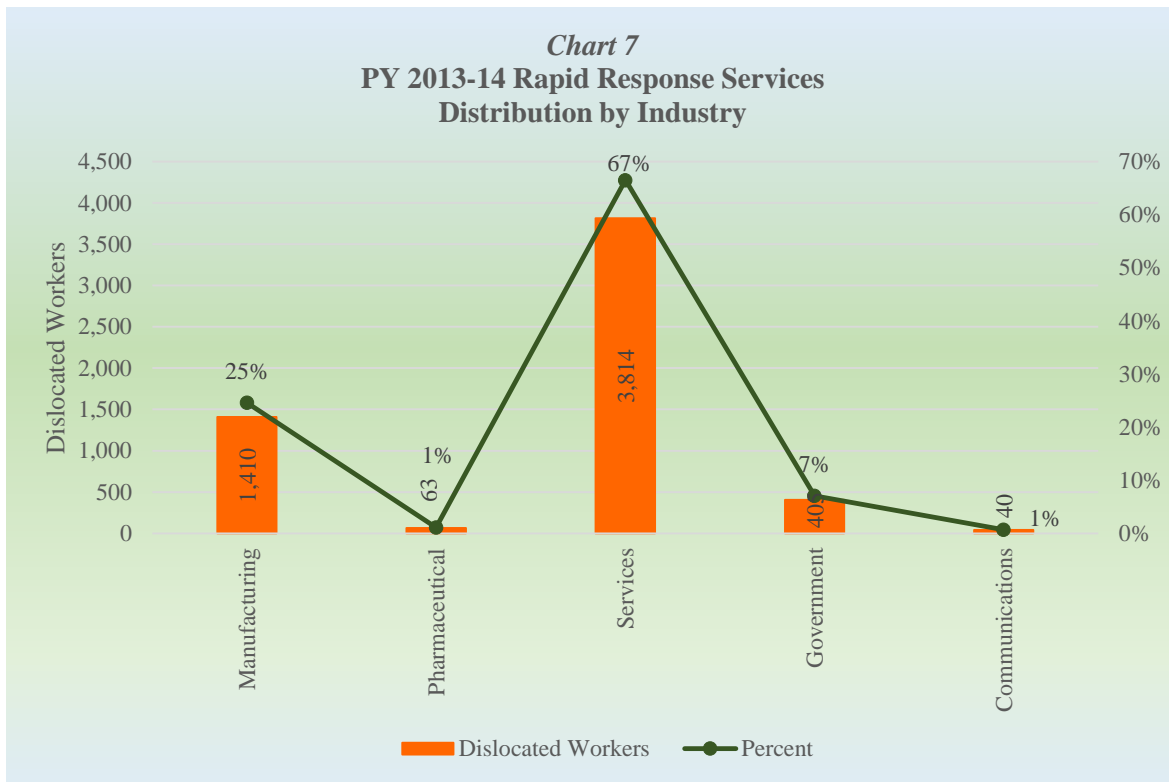
STATE FUNDS ALLOCATION ACTIVITIES

RAPID RESPONSE SERVICES

Rapid Response Services present a radiography picture of the economic situation facing the island, with plant closings, increase in the number of dislocated workers and the transfer of industries to other jurisdictions outside of United States territory in order to reduce costs and to restructure operations. Due to this reality, it is important to highlight the Rapid Response services being provided to tend to the needs of the employers and dislocated workers of Puerto Rico.

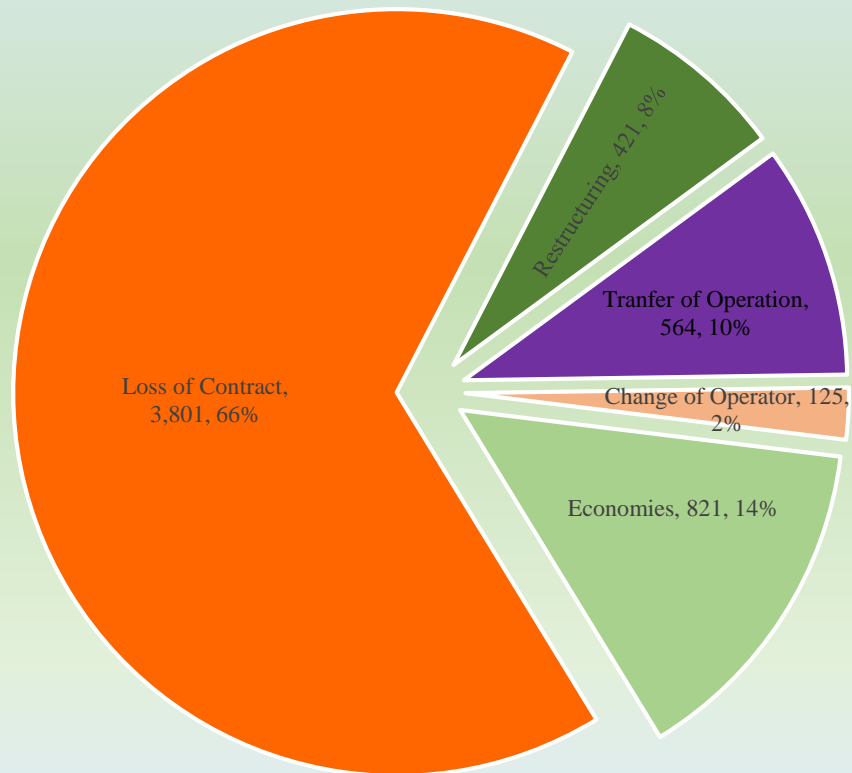
The Rapid Response Office of the Labor Development Administration (LDA) was established to comply with the dislocated workers program requirements as established in 20 CFR, part 652, Subpart B-Allowable and Required Activities of the Workforce (A) and (3) of the Workforce Investment Act (WIA), Subpart C-Rapid Response Activities and Section 134(a) (1) (2). Rapid Response activities are provided to assist dislocated workers in obtaining reemployment as soon as possible through services such as:

- a. Coordination of Rapid Response services by working with company management and, as applicable, organized labor representatives;
- b. Provision of on-site services including information on assistance programs such as unemployment insurance compensation, job search assistance, and retraining opportunities; and
- c. Immediate referrals to WIA and other public programs available in the local area, which respond to the reemployment and readjustment needs of workers.



In PY 2013-14, Rapid Response delivered services to 5,732 dislocated workers including manufacturing and pharmaceutical industries, business and professional services, government sector and communication services. According to the industrial composition, the manufacturing, the pharmaceutical industries and services still like previous years have been the most affected sectors. The service industry with 67% of total dislocated workers, became the most affected employment sector by the layoff, this sector include retail, professional, security, among other occupations in that industry classification. Manufacturing industries continued losing employment with 25% of total dislocated workers, followed by the government with 7% and pharmaceutical industry with 1% of dislocated workers. Manufacturing industrial sectors had lost more than 70,000 jobs in the last five years. Among services and manufacturing industries reflected 91% of total dislocated workers in PY 2013-14, meanwhile pharmaceutical industry shows a low layoff rate of 1%, as shown in **Chart 7**.

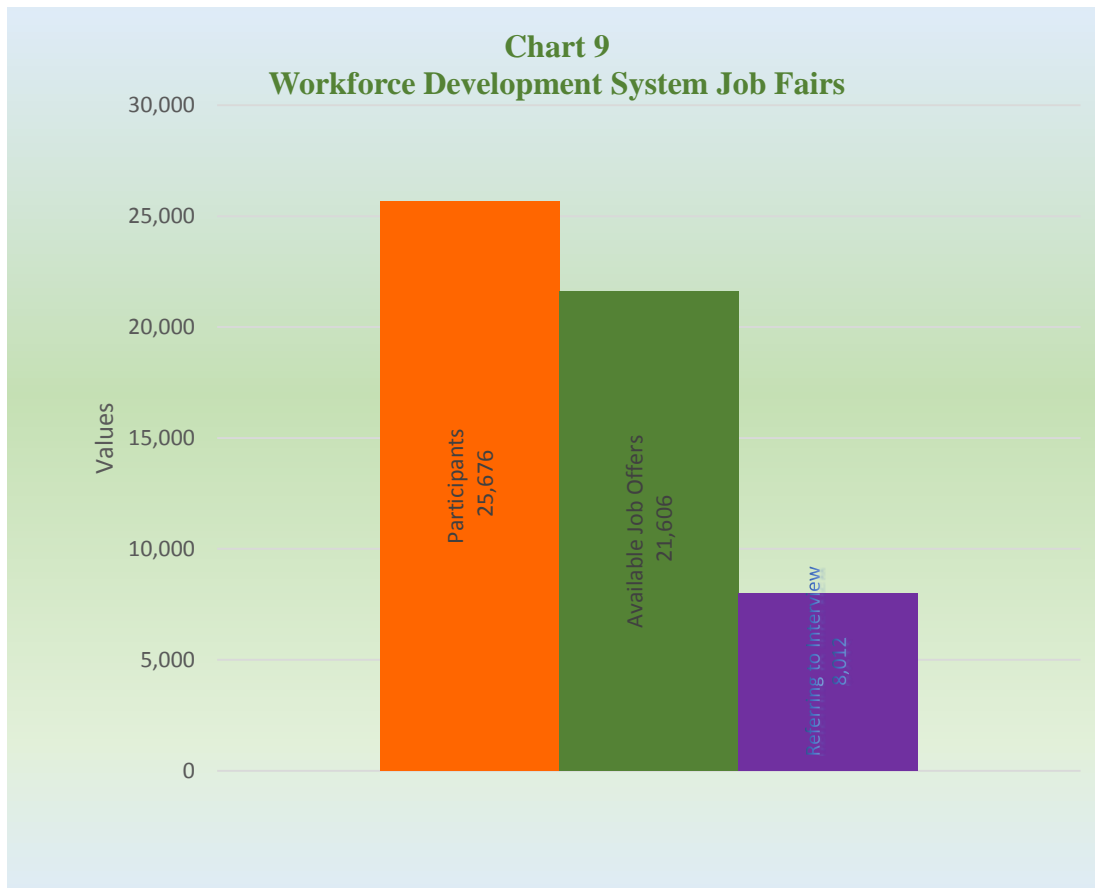
Chart 8
**PY 2013-14 Rapid Response Services
Distribution by Reason of Layoff**



The WARN notification was activated to 1,811 dislocated workers, representing 36% of the affected individuals. This notification assist to provide the Rapid Response services in advance of a layoff event. Through the WARN notification and other sources, employers presented a projection number of employees that were going to be dislocated. The main reason for layoffs was for losing contract with 66% of the dislocated workers, followed by economic situation with 14%, transfer of operations with 10%, restructuring process with 8% and change of operator with 2% of total layoff, as shown on **Chart 8**.

ADL JOB FAIRS ISLAND WIDE

A strategy implemented by the Commonwealth of Puerto Rico to employ dislocated workers was to carry out Job Fairs throughout the Island. LDA in coordination with Local Areas, Rapid Response Service and the Puerto Rico Department of Labor, had participated in 96 jobs fairs island wide. **Chart 9** shows that services were provided to 25,676 workers with 21,606 jobs offers available and 8,012 individuals were referred to interview with the different employers. These job fairs were developed in coordination with Local Areas, local and state government, universities and community base organization. The ADL Mobile Unit facilitated the delivery of service on-site, according to the participants needs. This Unit has the technological resources necessary for the preparation of resumes, photocopies, computer, employer's interviews room, among other services. The website and job vacancy data base became a useful tool to integrate rapid response and local area service to delivery services to adults and dislocated workers. Job seekers had access to job vacancies and employers had a workforce source that addressed their needs. The State Dislocated Workers and Employers Unit (UETDP, by its Spanish acronym) continues to provide follow-up services to the participants of these fairs and to lay off workers in order to place them in well paid jobs.



As a link between the workforce and employers, we are providing around the island development opportunities to as many as possible, youth, adults and dislocated worker. As part of the services we have the collaboration of the 15 Local Workforce Development Areas to offer information about their services and also guidance from various government agencies including the required partners. In addition, participants received writing services of resumes, referrals to employment opportunities, informative talks about the trends of the labor market and the skills necessary to obtain the jobs, among other services.

It is important to mention that the number of re-employed participants corresponds to which was able to contact during the process of tracking and voluntarily offered information. While it was not possible to contact all participants we understand that total of re-employed should be greater than that reported.

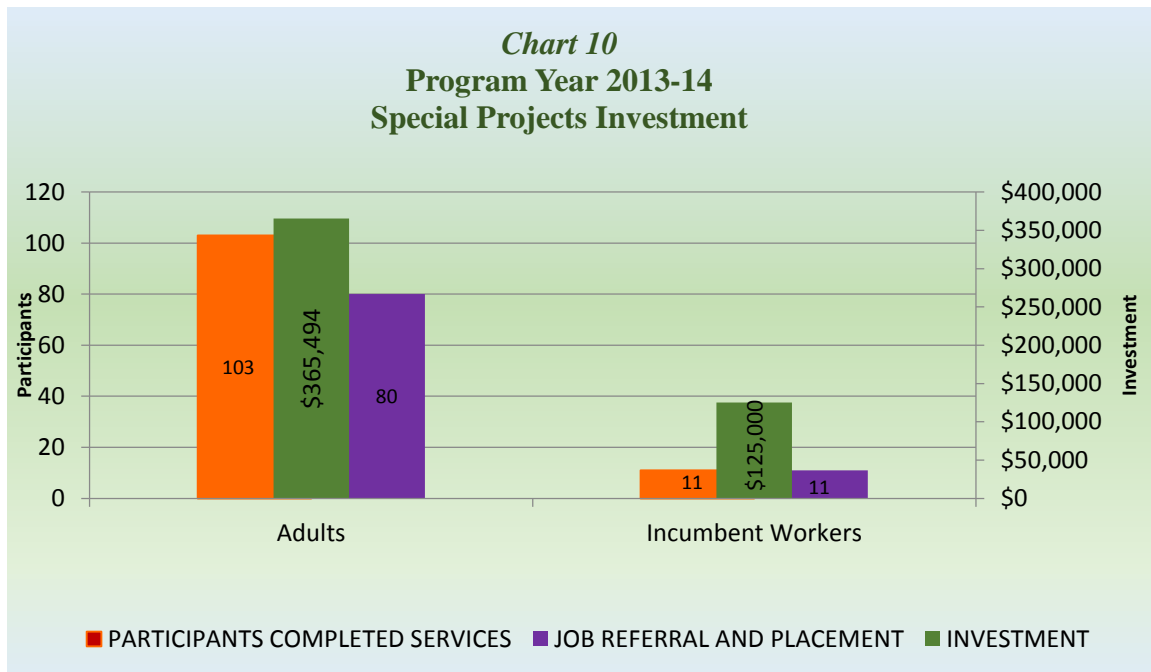


SPECIAL PROJECTS WITH THE STATE GOVERNOR'S RESERVE FUNDS

Programs funded through WIA have become a critical partner in Puerto Rico's economic development efforts. These funds, especially those related to state reserve, have an impact in new businesses and support existing business by offering access to skilled workers and incentives. Puerto Rico has confronted severe reductions in WIA funding levels, and new legislation involving reductions in the state reserve are already causing an adverse impact in the investment in special projects' as well as the state's ability to carry out required statewide workforce investment activities.

The Workforce Investment Act (WIA) provides funds to states for a wide range of workforce development services for job seekers, laid-off workers, youth, incumbent workers, new entrants to the workforce, veterans, persons with disabilities and employers. WIA funds were used for statewide projects that targeted high-wage and high-growth industries, such as green technology, industries with statewide needs, such as healthcare, and populations with special needs, such as youth at risk.

During the PY 2013, were invested \$490,494 from reserve funds for 118 participants, in four (4) special projects to delivered service to 103 adults and 15 incumbent workers. Of the total of participants attended, 114 completed the programmatic activity, equivalent to 96%, of which 91 were referred and placed in employment, achieving an 80% placement and retention in employment.



MONITORING AND OVERSIGHT OF WIA SYSTEM

The Monitoring and Audit Office, in accordance with the requirements of WIA Section 184 and sections 667.400 and 667.410 of the WIA Regulations, in compliance its monitoring role through monitoring practice activities design and established a work plan and schedule for the 2013-2014 program year. The monitoring process is focused on technical assistance component, with objective to promote continuous improvement in the provision of activities and services and ensure compliance with the requirements of WIA and its regulations. This approach has enabled a reduction in recurrent conditions such as those related to documentation of eligibility for programs and evaluation services and case management to participants, in the Administrative and Financial systems (procedures, accounting records, financial reporting, internal control structure, budget control / limitation of costs, cost principles / allowable costs, etc.) compliance with public policy administrative of the local board expenses operating. This year, like last year, the monitoring process was focused technical assistance, and other aspect, in the design and development of work experience activities. The purpose that these activities are designed under the learning component of good habits and basic skills in the workplace and not used as a substitute for employment in the public service.

The plan monitoring will be conducted operational and administrative and financial monitoring at fifteen (15) Local Workforce Development Areas and three (3) special projects were monitored in this program year. On-site review was the method used to evaluate the Local Areas compliance with the Local Area in the implementation of the activities and services according the approved plan and the used funds from the Title I Programs WIA. The data collection was made through interviews, review of records, records and observation of operations systems and programs.

According to the work plan and schedule established to operational monitoring, of the eighteen (18) interventions, the Monitoring and Audit Office complete the 100% monitoring, the LDA send the final report of the 18 entities.

In terms, of the administrative and financial systems monitoring, ADL emit all the preliminary report. ADL emitted to thirteen (13) of fifteen (15) final reports of the entities. Nine (9) of fifteen (15), 60%, implanted immediate corrective actions to the conditions identified, therefore, obtain closed the monitoring process. Six (6) administrative and financial systems monitoring are pending for resolution through the process resolution, as established in 20 CFR Part 652, Section 667,500. Any of the findings as yet unresolved regarding impermissible activities, therefore, does not involved questioned costs.

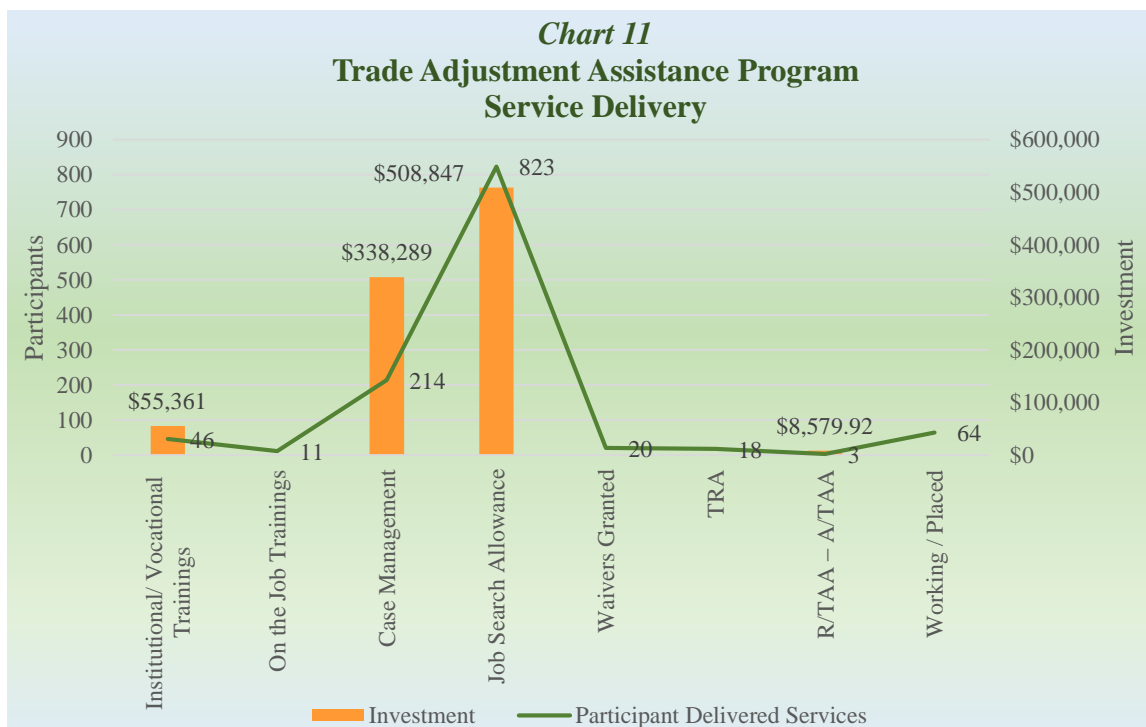
TRADE ADJUSTMENT ASSISTANCE PROGRAM

The main goal of the TAA program in Puerto Rico is to assist workers who have lost or may lose their jobs as a result of foreign trade. The TAA program offers a variety of benefits and services to eligible workers, including job training, income support, job search and relocation allowances, a tax credit to help pay the costs of health insurance, and a wage subsidy to workers 50 years of age and older. This program seeks to provide skills, credentials, resources and support necessary to displaced workers, to encourage them to an early return to the labor force.

During 2013-2014, the TAA program delivered services to 200 eligible workers among the five certified companies. Three of them, were certified during the PY 2013, Micron Technology TA-W 82,956L; TA-W Osram Sylvania 83,163; and 3M Caribe TA-W 85,156.

Table 1 TAA Delivery of Service PY 2013-14		
Activities	Participant Delivered Services	Investment
Institutional/ Vocational Trainings,	46	\$55,361
On the Job Trainings	11	0
Case Management	214	\$338,289
Job Search Allowance	823	\$508,847
Waivers Granted	20	-
TRA	18	-
R/TAA – A/TAA	5	\$8,579.92
Working / Placed	64	-

The LDA has actively performing case management and guidance to dislocated workers about how the TAA program can help them return to work. Some of the strategies have been targeting to guide our participants into occupations that are in high growth and demand, pursuit to achieve a valid credential in the labor market.



In addition, a total of 20 waivers were granted during the period- informed. For the PY 2013-2014, a total amount of 17 participants had been received a Trade Readjustment Allowance (TRA) payments and; 5 participants received RTAA/ATAA reimbursement. Through the follow-up, we identified that 64 participants placed in a new job. Regarding On the Job Training, since February 2014, eleven participants are actively assisting to On the Job Training, however, the employer submitted the expenses for reimbursement on June 2014. Therefore, the investment will be reported beyond July 2014.

TRADE ADJUSTMENT ASSISTANCE SERVICE APPROACH

Between May and June 2014, was conducted four job fairs for the participants of the five certified companies. The activities was held in each of the municipalities where the closure or massive layoffs occurred. The purpose of these activities was to disseminate information on all the benefits and services of the program in one place and at the same time. Among the services offered was found a job search area to manage job search documents such a: 2x2 pictures, criminal background certification record, child support certification and internet access. In Table 2, a breakdown of the services provided in each activity:

Table 2 TAA Outreach Services							
Affected Company	Colleges	Employers	Job Offerings	Resumes Writing	Occupational Test	One Stop Partners	Total Assistance
Micron Technology & General Electric, Aguadilla PR	8	12	352	51	7	2	214
Osram Sylvania, Luquillo, PR	8	15	801	13	10	2	105
3M Caribe, Las Piedras PR	9	15	541	22	10	2	171
Baxter Healthcare, Aibonito PR	7	15	895	59	13	3	333

An important highlight is that all these activities chased to contact all workers who had not been able to establish interaction during the time were rapid response services and case management took place. Due to tight work shifts prior to lay off, many participants had not been able to receive all the information and services that the program offer. At this point, and considering job opportunities presented by employers in the region, these scenarios were prepared to promote real job matching.



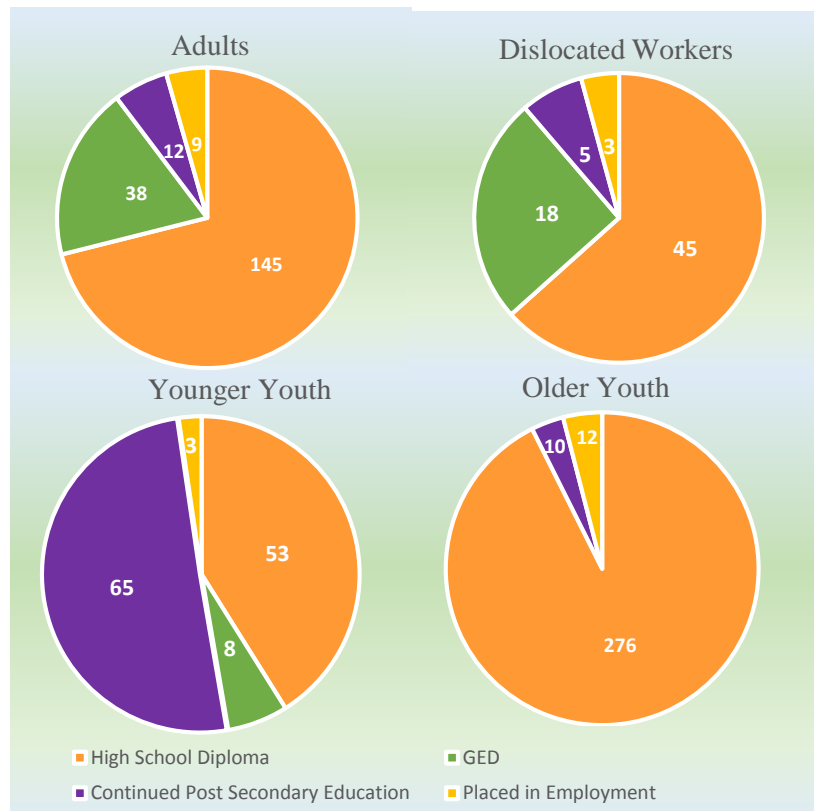


LOCAL AREAS SERVICE DELIVERY APPROACH'S

LITERACY AND NUMERACY AND ALTERNATIVE EDUCATION ACTIVITIES

Data from the US Census 2010 showed that in Puerto Rico there are 746,820 individuals with an educational level less than high school, distributed in 484,138 with less than 9th grade and another 262,682 with grade level of 9th to 12th grade, with no diploma. This data analysis will show that most of these people are low skilled workers, working in industries like manufacturing, construction, agriculture, leading to the production of goods. In Puerto Rico these industries have faced job reductions, with manufacturing being the most affected by the job loss. Adults and dislocated workers seeking jobs with less than high school education, face great difficulty to return to the workforce due to the intense competition that represents persons with college or university degrees.

Chart 12
Alternative Education & Literacy and Numeracy
Adults, Youth & Dislocated Workers
PY 2013-14

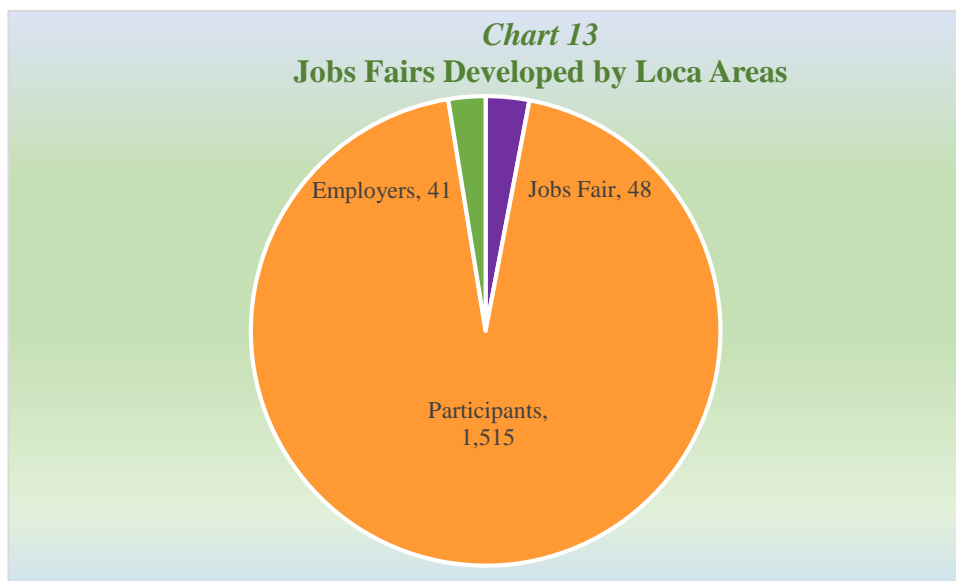


For this reason, the most requested services at the One Stop Center is Literacy and Numeracy for Adults and Dislocated Workers and Alternative Education for Youth, in order to acquire basic skills in English, Mathematics and Spanish, necessary to complete high school or obtain the GED. **Chart 12** shows the participants that received these services among the One Stop Center. Complete secondary education is the primary key to enter employment or continue post secondary education. We want to highlights these services due of their importance as the primary step to update skill and achieve competitiveness in the labor force.

LOCAL AREAS STRATEGIES TO ENGAGE BUSINESSES AND EMPLOYERS

JOB FAIRS DEVELOPED BY LOCAL AREAS

Job Fairs are a useful strategy to engage employers and deliver One Stop Center services. Local Areas use two jobs fairs approach: One, fairs that take place in a specific location like coliseum, convention center, shopping center, with representation of employers, training institutions, workforce system partners, state agencies, among others. Two: job fairs carried out in different communities of Local Area municipalities where job vacancies and recruitment are done. In the second approach many local areas used their mobile units to deliver services to participants.



These two job fairs approach delivered the following services: employment placement, guidance to start and finance their own business, information from representatives of training services providers, one stop required partners services and representation of the state economic development agencies. Participants had the opportunity to receive services related to the preparation of resumes, internet, request for birth certificates and request for health and negative criminal record certificates required in Puerto Rico by employers. Also, there are available: computers, facsimile and other tools to complete employment efforts, as well as various techniques in preparation for a job interview.

Chart 13 shows the distribution of jobs fairs developed by six (6) Local Areas in PY 2013-14, the number of participating employers and delivery of services for job seekers. Among these Local Areas 48 job fairs were held, with a participation of 41 employers and the provision of services to 1,515 jobseekers.



Job Fair in La Montaña Local Area



Job Fair in La Montaña Local

The One Stop Center as Hiring Center

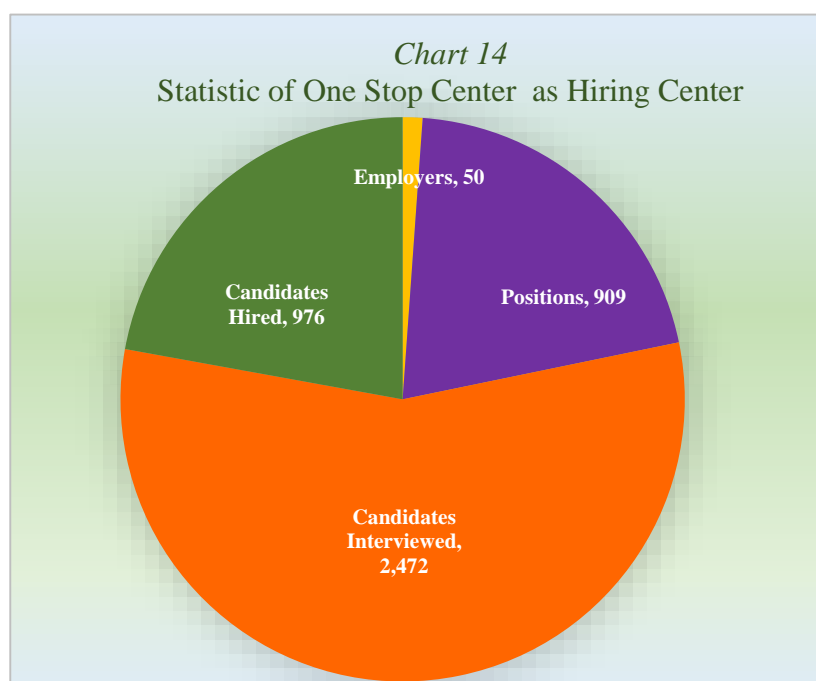
WIA Title I is aimed to ensure a balance between the needs of jobseekers and businesses that need labor force, so that the individual gives his maximum potential and the employer has access to high-quality employees to increase its competitiveness. Employers can benefit of the following One Stop Center services:

- Interviewing job candidates to select skilled and trained personnel who will fill their labor force needs
- Selecting candidates according to their needs
- Participating in the different studies of occupational demand.
- Membership in the Local Board, which in turn allows them state public policy for training and employment in the local area.
- Using the One Stop Center to disseminate job offers
- Providing customers selected by the employer medical laboratories service to obtain the certificate of Health and Drug Testing, and the payment and the Police Negative Antecedent Certificate.
- Using the One Stop Center interview rooms
- Referring customers to their employment interviews

The main strategy used to integrate businesses at the workforce system is the use of the One Stop Center as a recruitment, interview, and hiring Center. The One Stop Center provides the necessary tools for technology services, the staff and WIA core services to assist businesses and industry in the hiring process. Local Areas has Job Promoters who continuously search for any new job vacancies available in the geographic area, the new businesses to settle and the skills requirements for the positions available. Those contacts with the business sector provide local boards with the employment opportunities reflected at the local area.

The statistics of **Chart 14** show the efficiency of Local Areas in the use of the One Stop Center as an ideal place for employers recruiting employees that need to meet their workforce needs. During PY 2013, a total of 2,472 persons were interviewed for employment by 50 employers, making the

recruitment of 976 job seekers equivalent to 56% of the respondents. The recruitment was carried out for 425 occupations.



MANATÍ/DORADO PARTNERS IN THE ENTREPRENEURSHIP IN NORTH CENTRAL AREA

In the North Central Region of the Island, the process of integration in the economic development initiatives is closely linked with the collaboration of the Mayors Board and the Local Board, with an effective involvement into the development of each project to the economic growth of the region. Marketing and outreach process in the Local Area to each entrepreneur and employer which select the central northern region of the island as their investment site, has largely contributed to maximize the employment opportunities, turning the One Stop Center as an asset for hiring for these companies. The diversity of services available in the One Stop Center for employers represent a great opportunity in the process of selection and recruitment of employees, as well as presenting proposals for job creation.

During the year 2013-2014, the Manatí/Dorado Local Area participated actively in the different processes of evaluation, selection, referred and therefore hiring of participants for different

industries and organization in the region as: Selectos Supermarkets, Supermax, Action Services, Pollo Tropical, Gatsby, Addeco, CTS, Spartans Staffing, Pizza Hut, Papa Johns, Yogen Frusz, Subway, Gyros, T.J. Maxx, Grand Store, Manatí Medical Center, Capitol Maintenance, Labor Solutions, Planet Fitness, among others..

Each agreement with employer that includes Work Experiences or On the Job Training, stipulates the accomplishment of the employer, that once the participants was completed the activity satisfactorily, to place and retain participant for a consecutive year after the service is complete. That accomplished help the Local Area to have a positive return of the investment in a short time. Using the Iniciativa Tecnológica del Norte (INTENOR, by Spanish Acronym) platform and its program REDI, the Local Area delivered the One Stop Services for the Photonics Institute School of Environmental Affairs, at the Metropolitan University, responsible for the SRI International Arecibo Observatory; those who are part of the New Business Incubator Site at the Barceloneta Science Park. All this effort would help the Manatí/Dorado Local Area became a facilitating entity in all environments, academics, labor and training in the community and region.

CAGUAS/ GUAYAMA WORKSHOP FOR READJUSTMENT AND ADAPTATION FOR DISLOCATED WORKERS

The Caguas/Guayama Local Area Dislocated Worker Program has developed as a services strategy for this clientele, the Workshop for Readjustment and Adaptation services. This workshop goal is to offer support and assistance for dislocated workers to help them to reenter to the workforce,



helping to overcome any barrier to employment. Were delivered workshop like job-search strategies and job sources, counseling and guidance to help them to identify strengths and personal weaknesses that may help or limit their employment opportunities and of course also the preparation of resume. This workshop include a special course of Management and Improving Personal Finance.

These workshops are conducted in groups. During PY 2013-14 were offered these service to 8 groups with 92 dislocated workers.

ENTREPRENEUR INNOVATION NETWORK IN MANATÍ/DORADO



The Manatí/Dorado Local Area is actively integrated to the initiatives of economic development of the Northern Central Region of Puerto Rico, through the *Iniciativa Tecnológica del Norte* (INTENOR by its Spanish Acronym). The One Stop Center, provides direct collaboration to entrepreneurs and current employers in the geographic region through the One

Stop Center services, helping in their processes of recruitment and search for employees. In addition, evaluates altogether with representative of the industrial sectors of the area, the employer's need of occupational credentials required for hiring or which may be necessary with the arrival of new industries or new product development. Together with INTENOR and its new program *Red Empresarial de Innovación* (REDI, by its Spanish Acronym), the Local Area develop partnerships with initiatives aimed to promoting the economic development of the region.

REDI is an initiative of business incubation of new companies, targeting entrepreneurs for the creation of new industries and the strengthening of the current which present new and innovative business ideas. REDI delivery service for entrepreneurs for help them in the development of technological and physical infrastructure, identify available business local or the construction of new building and with management and clerical support, during the initial stages of the new business. Under this REDI strategy, was building the Hyatt Place & Casino Hotel in the Municipality of Manatí, in which were hired 307 persons. The One Stop Center collaborated directly with the recruitment of 100 per cent of the jobs through the activities of On the Job Training (OJT), Customized Training and Individual Training Account, for a few employees that required a credential.



PROFESSIONAL WELDERS CREDENTIAL IN CAGUAS/GUAYAMA



The Caguas/Guayama Local Area, identified in the town of Cayey, a high demand for welding services, taking the One Stop Center to developing a project of Pre-Vocational Service to provide a credential to 15 adults, so that they achieve certification as professional welders. The purpose of this activity was to train participants to acquire skills in the field of welding, aiming to set up their own business or employed in that occupation, due to high demand which reflects this field. As an added value of this project was the launch of the economic development of the City of Cayey and the development of new jobs. The fifteen (15) participants completed their credential and were entered to an unsubsidized employment.

CAGUAS/GUAYAMA YOUTH DEVELOPED TECHNOLOGICAL APPLICATION FOR THE WEB

The Caguas/Guayama Local Area developed in collaboration with the Central Oriental Technological Initiative (INTECO, by its Spanish Acronym), a project for ten (10) in-school youth called Mobile Technology for Green Business, targeting secondary school youth to learn the development of mobile and web applications. In this technological training, using the innovative curriculum Tech-Biz, they would obtain the knowledge of the basic elements and skills required to continue in an occupation in the field of mobile technologies with emphasis on the skills of entrepreneurs. The workshop consisted of generating ideas, new products or services and develop a mobile platform. They were aimed to develop three new ideas of mobile technology. Were created three groups and each one had the responsibility to search information and data of their product or service and prepare a presentation applying the knowledge of the theoretical phase and then created a mobile application for each idea. INTECO goal is that the workshop will served as a prototype to help this group of youth of visualize how they can concretize new ideas.

HIGH GROWTH INDUSTRIES AND UNIVERSITIES INTEGRATION IN THE NORTHWEST

The ALDL of Northwest strategies to engage and involve employers in the workforce investment system, includes the collaboration in the identification of credential required by the industry. As example, in May 2014, the Local Board staff participated in few meetings with technology and computer science industries representatives, which are the fastest growing and demand on the Island, between these Honeywell, Axon, Infotech, among others, where these three industries presented a list of skills and credentials that require employees to have, when they are hiring. Also, were integrated the universities and colleges of the area, like the Metropolitan University, University of Puerto Rico and the Interamerican University. As a result, the universities adapted their curricula and educational offerings to the needs of these high-tech industries. Local Area has a list of training services providers with the ability to fill the needs of these high growth, high demand industries. The One Stop Center was used as a hiring center for companies needing to recruit employees to work in the region and in the United States. In the One Stop Center were provided meeting rooms to employer individual interviews and group orientation. As outcomes of these interviews were hired 33 participants in direct employment.

CAGUAS/GUAYAMA ORIENTATION MEETINGS WITH EMPLOYERS

Caguas/Guayama Local Area developed this activity with the purpose to join the employers, personally met with employers who did not know the One Stop Center and disseminate the services available for their companies or businesses. An employer with prior experience at the One Stop Center and WIA services, served as host, exposing to the new employers about his experience with the Local Area. This idea served as a link to integrate other employers to the services of the workforce investment system. Through this initiative, were invited dozens of employers with hiring need in the region, to individual meetings in which Local Area staff oriented them about the diversity of services available at the One Stop Center. The meetings were carried out in the municipalities of Aguas Buenas, Aibonito, Arroyo, Caguas, Cayey, Guayama and Trujillo Alto.



DEVELOPMENT OF THE INITIATIVE FOR RECOGNITION OF EMPLOYERS 2013

Caguas/Guayama Local Area, celebrated in the month of December 2013, its Annual Employers Recognition, in the Guayama Conventions Center. In that activity were outstanding the performance and integration with the WIA system, and so the contributions from 31 organizations which actively collaborated with the delivery of service of the One Stop Center. The awards were divided into 25 categories related with OSC programs like Workforce Investment System, Direct Employment, Ticket to Work Program, Temporary Jobs and the Homeless Veteran Reintegration Program (HVRP), among other. All these programs are part of the offer of employment services and training of the One Stop Center in Caguas/Guayama.

Among the awarded outstanding the municipalities of Guayama and Gurabo for hiring and retention of the Ticket to Work participants, a voluntary program of the Social Security Administration, administered by the Local Area, which is intended to place in jobs to disability beneficiaries between the ages of 18 to 64 years. In the category of Direct Employment, related to employers with need for recruitment of employees, were recognized Spectraforce Technologies, Wendco of Puerto Rico and Anna Linens of the Caguas municipality.

In the categories related to the Workforce Investment Act services, Supermarket Plaza and Encantos Restaurants were awarded as employers with greater job placement and retention of participants, while other Excellence Awards were delivered to Job Connection Center, College of Technology, Colegio Radians, IPASS Corporation, EDIC College, Croupier Institute, Discount Food Distributors and Pharmacy San Carlos. The Board of Mayors and the Local Board recognized the importance of the contributions of these employers in the social and economic development of the municipalities of the region.



LOCAL AREAS SUCCESS HISTORIES

SINGLE MOTHER PURSUE A TECHNICAL CREDENTIAL IN LA MONTAÑA

The Mountain Local Area has been faithful believer that to achieve the best quality of life for its participants they have to provide high quality services that will have a positive impact in the lives of their customers. The Local Area is pride of knowing that its participants completed their activities successfully and become outstanding professionals into the workforce. Especially, when many customers have several personal barriers to overcome and situations that once they thought that they would be impossible to overcome in order to achieve their goals.

The Mountain Local Area offered services at the One Stop Center a woman of 32 years of age, resident in the Municipality of Cidra, mother of five children. This woman got pregnant when he was in his 10th grade in high school and she had to drop out of the secondary school. He had to start working at an early age without academic preparation in a job as cashier in a fast food restaurant for several years. This woman was not pursuant to her employment status so she visited the One Stop Center, in order to complete her secondary school, improve her employment status and been an overcoming example for her children. She was assigned an Individual Training Account (ITA's) for took the alternate secondary education course. Although she faced several obstacles due that she had to still provide proper attention to their five (5) children, this woman achieved a perfect 4.00 academic average in all subjects and graduated with academic excellence. The Case Manager motivated her to continue post-secondary education. Currently, this enterprising woman are training to obtain a technical degree and her credential as Preschool Assistance Teacher, in one of the service providers certified in the state list of training service providers.

POTENTIAL DROPOUT YOUTH STILL IN SECONDARY SCHOOL

The Mountain Local Area highlights the success story of a 17 years youth, in high risk of becoming school dropout, who was referred to the One Stop Center through the local program Link to School of the Project Future of the Municipality of Barranquitas. This program focuses on mentoring youth with academic deficiencies, which help them to improve their academic performance, in addition, help them to visualize other social aspects affecting the student in its development. The

referral was for a work experience, because in his home was facing precarious economic situation and he did not have any work experience. The youth lived with his grandmother, due that he was abandoned by his mother who had problems of drug addiction. The Local Area placed him in a work experience in a local gas station. The employer, recognized the excellent work, responsibility and good service, determines gave the opportunity as a part-time employee. Currently this youth still in a part time job working seventeen (17) to twenty (20) hours per week. With this job the youth would bought his own car to travel to his school and job. He still in the secondary school to complete his high school credential and his goal is continue post-secondary education to obtain a credential as a certified electrician.

SINGLE MOM BECOME A PROFESSIONAL NURSE

The Local Area of Manatí/Dorado has the success story of a single mother who completed a credential as Registered Nurse at Atenas College with Individual Training Account (ITA's). The participant attended the One Stop Center without clear occupational goals and with very low self-esteem. The case manager referred her to take several counseling workshop that helped her recover personally and subsequently took the decision to continue post-secondary education, in order to provide a better quality of life to her daughters. This woman was able to overcome several obstacles, such as lack of transportation and the illness of one of his daughters. However, the situations that she were facing, her responsibility and commitment led to obtain a good academic achievement and a occupational change, due she was graduated with high honor and recognized by Atenas College, as the student with the highest score on the Nursing Professional Test. He is currently working at the Hospital Manatí Medical Center in a full time job.

OLDER YOUTH WITH DISABILITIES SUCCESSFUL IN SALES AND MARKETING

Local Area North Central Arecibo, outstanding the story of an adult youth resident of Barrio Angeles in Utuado, former participant of the independent living program of the Vocational Rehabilitation Administration, with multiple health conditions, for who there were no obstacles or barriers that he could not overcome. This young man lived from the crop he planted in his land and could be sold. It does not receive government assistance aid, because his philosophy is that he does not believe in them. "I can live of what the land produces" cited the older youth. He visited

the One Stop Center and was given a job referral to the Cruz Distillery in the municipality of Jayuya.

The owner of this business was impressed with the attitude and aptitude of this participant and offered him the opportunity to work as Sales and Marketing Supervisor and he accepted the challenge. Currently, this older youth travel around the island searching new customers and selling the product of his company. He had been an incredible reception in the company, he loves his new job and has been successful in sales, which until the present he still without lost any customer. This young man with disabilities likes challenges. It is definitely a true success story.

IN SCHOOL YOUTH ACHIEVE A SPORT SCHOLARSHIP



In Caguas/Guayama Local Area, a participant of the in-school youth program, resident of the countryside in a household of five members, is the youngest of the family and his mother as head of the family, began in the program since he was 15 years of age, studying his 10th grade in the vocational school Republic of Costa Rica in Caguas. He participated in the project of School to Career managing to strengthen their skills and abilities in the integral formation, defining his occupational goal. He completed his high school in May 2014, and will continue post-secondary education in Criminal Justice at the Metropolitan University (UMET), obtaining an athletic scholarship in track and field.

STUDENT BECAME PROFESSOR IN HER COLLEGE

Caguas/Guayama Local Area present the story of a woman participant under the adult program, that after the objective assessment by the Case Manager, was assigned an Individual Training



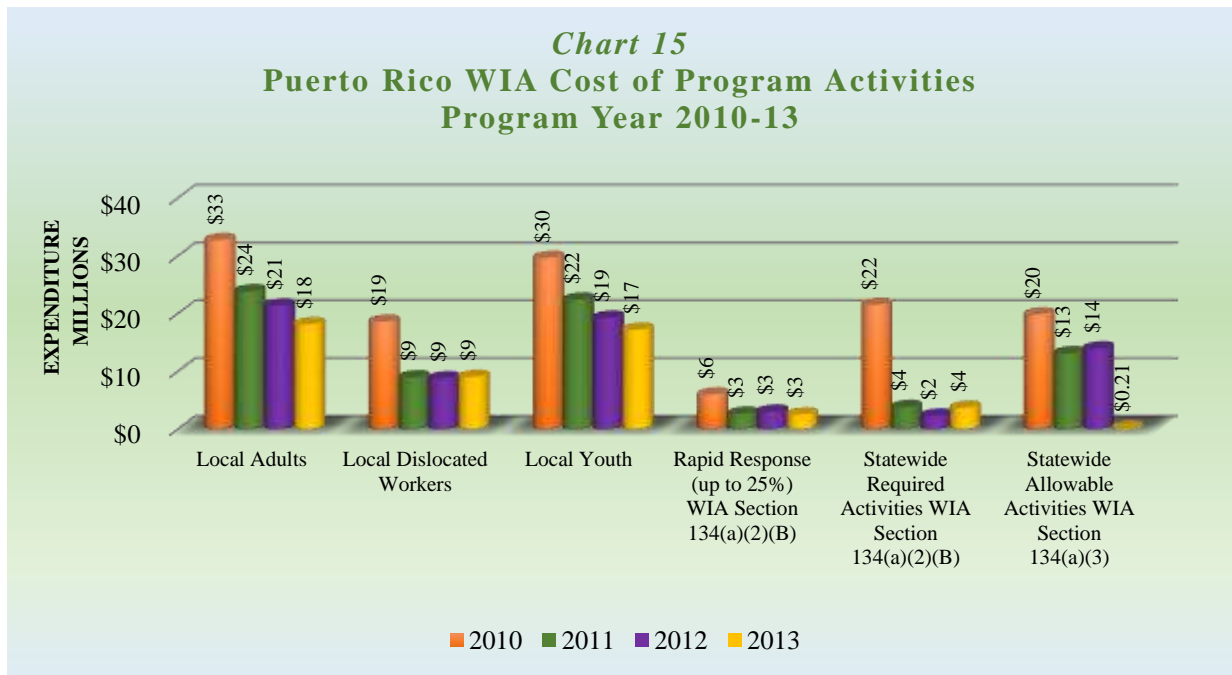
Account (ITA), to take an occupational training of commercial baking and pastry, with the service provider Instituto de Banca y Comercio in Cayey. This lady graduated with high honors from the Institute and won prizes in various national competitions of pastry that she attended. The performance of this participant was so excellent, that the service provider at the end of her participation in the training, contract her as a commercial baking teacher.

COST OF PROGRAM ACTIVITIES

In the last four years, WIA program had a significant reduction in funds allocation to Puerto Rico Workforce Investment System due to the different economic situation facing nationwide. Since program year 2010, the allocation reflect a 25% reduction in funds versus the PY 2013 allotment, as show in the next table. For program year 2013, Puerto Rico received an allotment of WIA fund of \$50,354,071, as shown in Table 3, with \$42,262,089 distributed by formula to Local Areas, and \$8,091,982 were allocated for state required and allowable activities.

Table 3 Puerto Rico WIA Fund Allocation PY 2010-2013				
<i>Category</i>	Allotment			
	2010	2011	2012	2013
Local Areas	62,297,490	56,366,453	51,765,398	42,262,089
State Activities	16,009,807	6,565,358	6,354,107	8,091,982
Administration	3,915,363	3,146,586	2,905,975	2,517,704
Governor's Reserve Funds	7,830,732	-	-	1,888,278
Rapid Response	4,263,712	3,418,772	3,448,132	3,686,000
Total Allotment	\$ 78,307,297	\$ 62,931,811	\$ 58,119,505	\$ 50,354,071

The state level cost of program activities include Rapid Response activities; statewide required activities pursuant WIA Section 134 (a)(2)(B); and statewide allowable activities pursuant WIA Section 134(a)(3). The Local Areas cost of program activities includes Adults, Dislocated Workers and Youth Programs expenditures. Table N, presented previously in the Required Reporting Section shows that total expenditures for Puerto Rico Workforce Investment System for Program Year 2013 were of \$50,832,738. This expenditure represents a 35% reduction in comparison with PY 2012 expenditure that was of \$68,675,821.



The Local Areas PY 2013 expenditures were \$44,384,030, equivalent to 87% of total costs, meanwhile the state level expended \$6,448,708 or 13% of total costs, as shown in Chart 15. The cost of programmatic activities in Local Areas shows the distribution between the three programs, with 41% of total cost in the adult program, 20% in the dislocated program, and 39% in the youth program, as shown in Chart 15. Compared with PY 2012 expenditure, the costs reflect an 11% reduction meanwhile compared with PY 2011 the expenditure reflect a decrease of 24 percent.

The state level cost of program activities shows that the statewide required activities was 7 % of total expenditure, Rapid Response services represent 5% of expenditure and the statewide allowable activities under WIA Section 134(a)(3) has a .41% expenditure rate. Allowable activities include fund invested in innovative projects.

EFFICIENCY MEASURES

TEGL No. 9-14 of October 8, 2014, entitled *Workforce Investment Act (WIA) Program Year (PY) 2013 Annual Report Narrative*, provide the guidance to the states regarding the content of the WIA

Annual Report Narrative for PY 2013-14. The required portions of the Annual Report Narrative include the information required by WIA sections 136(d) (1) through (2) and 185(d). Among the narrative section are included Information of the cost of workforce investment activities relative to the effect of the activities on the performance of participants. TEGL 9-14 included the Attachment-A, Overview of Potential Alternative Efficiency Measures for Consideration, examples of costs in relation to participant services and outcomes, including ten approach or formulas that will be used to calculate the efficiency of delivery of services the cost of WIA Title I activities.

Among the most common cost calculations reported by the states is the “cost per participant” indicator and Costs per Exiter. Cost per Participant is calculated by taking the total program costs in terms of expenditures and dividing by the number of participants served during the year by the particular program. In the other side, Cost per Exiter is calculated by taking total program costs in terms of expenditures and dividing among the served participants.

These two approach has the advantage that are applicable to most programs, the data is readily available through the WIASRD and ETA 9090 reporting, are two formulas easy to understand and can be immediately generated each year. Also, both are measures that can be compared among all the Local Areas and state by state to compare the costs of WIA Title I activities. Another advantage of using these method is that both consider the universe of participants that receive service among the One Stop Center versus the other approach that consider only participants that complete their outcomes.

For calculate these two cost, we can used the tables included as part of the tables A-O of the Required Reporting Section. Table N present a breakdown of total federal funds expenditure by the three program, youth, adults and dislocated workers, as well as required and allowable activities for the state set aside allocation. In Table M, Participation Level are streamlined the total participants that received services in the three program and the total participants with programmatic exits during PY 2013-14. Using the total participants in the categories of WIA Adults, WIA Dislocated Workers and Total Youth (14-21) in Table M and dividing these among

of participants with the total expenditure in Table N in youth, adult and dislocated workers programs we found the cost per participants for the PY 2013 Annual Report at the local level.

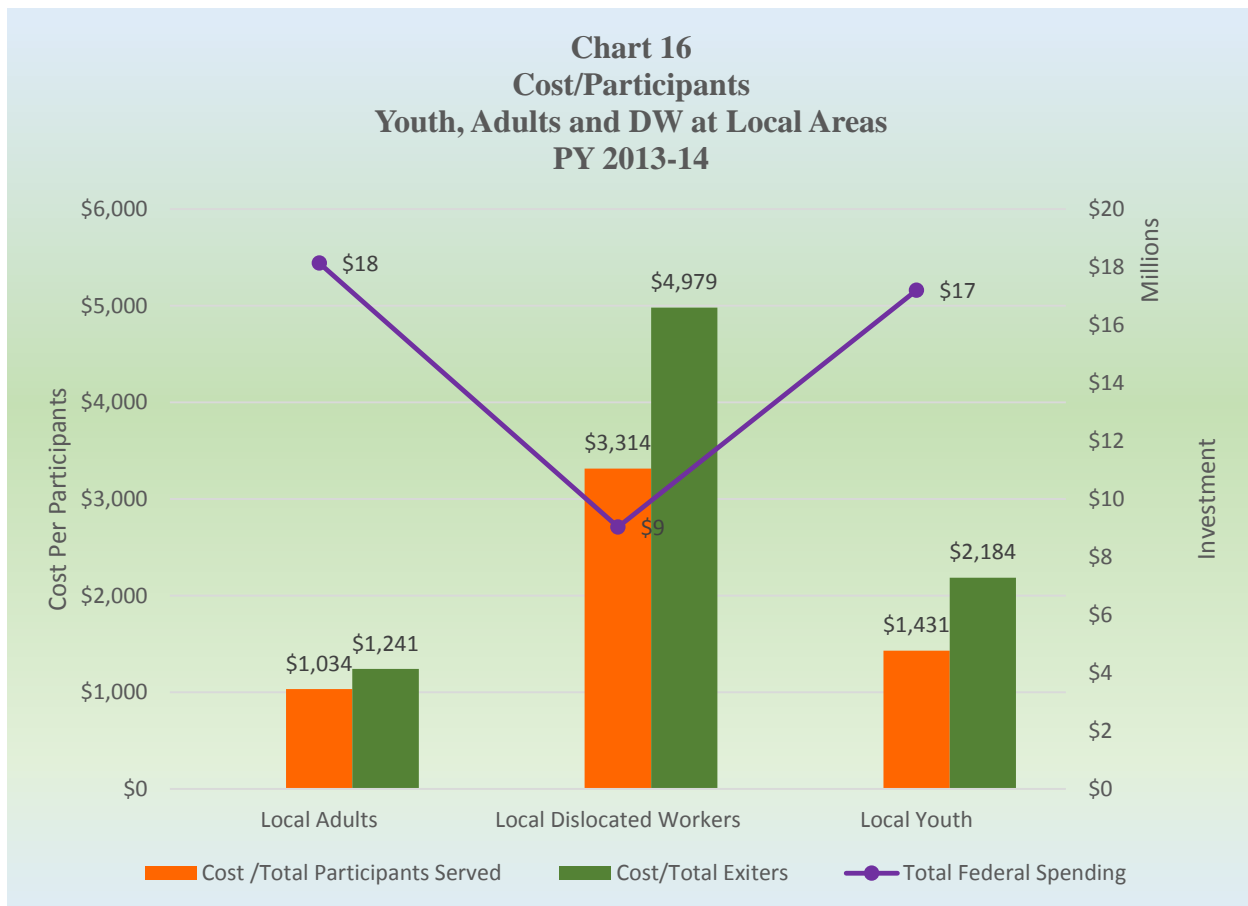


Chart 16 shows the distribution of cost per participant in both categories at Local Areas Level. First, we described the cost per participants using the category of total participant served. The Adults program had an investment of \$18,142,700 and delivered service for a total of 17,551 individuals, with an average cost of \$1,034 per participants. In other hand, the investment in the Dislocated Workers Program was of \$9,037,345 to delivery service to 2,727 individual, with an average cost per participant of \$3,314. Finally, in the youth program were delivered service to a total of 12,019 youth with an investment of \$17,203,985 to an average cost of \$1,431 per youth.

The other approach to calculate the efficiency of the delivery of service in the PR Workforce Investment System was the total amount of participant with programmatic exits during PY 2013.

The Adults program had an investment of \$18,142,700 with 14,623 participants receiving their programmatic exit, with an average cost of \$1,241 per participants. The Dislocated Workers program had an investment of WIA funds of \$9,037,345 with 1,815 participants receiving their programmatic exit, with an average cost of \$4,979 per participants. Youth program had 7,876 youth with a programmatic exit to an investment of \$17,203,985, an average cost of \$2,184 per youth.

PROGRAMS INITIATIVES AND STRATEGIES TO SERVING VETERANS

Puerto Rico is committed to serve transitioning service members, veterans, and their families by providing resources to assist and prepare them to obtain meaningful careers and maximize their employment opportunities. DOL's commitment is an important part of fulfilling our national obligation to the men and women who have served our country.

We are also committed to serve transitioning service members, veterans, and their families through the USDOL current programs, such as the Workforce Investment Act (WIA), Employment Service (WP), and the Jobs for Veterans State Grant (JVSG) programs as well as through new initiatives, such as the Gold Card Initiative and online national electronic tools, such as My Next Move for Veterans and the Career One-Stop Veterans Reemployment Portal.

Puerto Rico recognizes and is aware that changes in the workforce programs' service delivery strategies to veterans are needed to respond to the forecast increase in veterans, including men and women transitioning from the wars in Iraq and Afghanistan, to the civilian labor force. We have responded to this increase while continuing to serve existing veterans and other non-veteran job seekers. A workshop has been developed to ensure workforce programs are aligned with the roles and functions established in their authorizing legislation in order to implement the refocus of the JVSG Program in the workforce system. The workshop addressed an integration of the JVSG within WIA to ensure eligible veterans and eligible spouses receive the best combination of services, according to their needs.

To accomplish this refocusing, Disable Veterans' Outreach Program Specialist (DVOP) will serve only those veterans and eligible spouses most in need of intensive services. This will impact the AJC Programs, including WP and WIA. The Puerto Rico Department of Labor, JVSG Grantee, has issued guidelines and procedures to address refocusing and reforming of the JVSG Program according to the VPL 03-14. These guidelines and procedures also addressed the role of WP and WIA funded staff in continuing to ensure priority services are provided to veterans.

CURRENT PERFORMANCE MEASURES FOR THE JVSG PROGRAM

Negotiations for Performance Targets for Jobs for Veterans State Grant-Funded Staff (Grant Based Measures) and for Statewide American Job Center (AJC) Labor Exchange Reporting System (LERS) defined Services for veterans were completed on August 11, 2014. The outcome targets in Table 4 were submitted for approval and inclusion in the approved JVSG Services to Veterans State Plan:

Table 4 Performance Targets for Jobs for Veterans State Grant Funded Services DVOP Specialist (Sources VETS-200A)	
Intensive Services Provided to Individuals by DVOP Specialist/Total Veterans and Eligible Person Served by DVOP Specialist in the State	45%
Veterans' Entered Employment Rate (VEER) <i>Weighted</i>	28%
Veterans' Employment Retention Rate (VERR)	60%
Veterans' Average Earnings (VAE) (Six Months)	\$9,500
Disabled Veterans' EER (DVEER)	25%
Disabled Veterans' ERR (DVERR)	42%
Disabled Veterans' AE (DVAE) (Six Months)	\$9,500
<i>Performance Targets for Labor Exchange Services for Veterans (Source: ETA 9002D)</i>	
Veterans' Entered Employment Rate (VEER)	30%
Veterans' Employment Retention Rate (VERR)	61%
Veterans' Average Earnings (VAE) (Six Months)	\$9,500
Disabled Veterans' EER (DVEER)	25%
Disabled Veterans' ERR (DVERR)	48%
Disabled Veterans' AE (DVAE) (Six Months)	\$14,500

Table 5 Statewide Labor Exchange Measures <i>(Source: ETA-9002D)</i>				
Measure	Goal	Actual	Met? Y/N	Variance +/-
Veterans Entered Employment Rate (VEER)	30%	44%	Y	+14
Veterans Entered Retention Rate (VERR)	61%	52%	N	-9
Veterans Average Earnings (VAE)	\$9,500	\$7,131	N	-2,369
Disabled Veterans Entered Employment Rate (DVEER)	25%	34%	Y	+9
Disabled Veterans Entered Retention Rate (DVERR)	48%	59%	Y	+11
Disabled Veterans Average Earnings (DVAE)	\$14,500	\$5,800	N	-\$8,700
Jobs for Veterans Grant (JVSG) - Based Measures - DVOP only (Source: VETS 200A)				
Intensive Services Rate	45%	37%	N	-8
Veterans Entered Employment Rate (VEER) (Weighted)	28%	45%	Y	+17
Veterans Entered Retention Rate (VERR)	60%	56%	N	-4
Veterans Average Earnings (VAE)	\$9,500	\$6,387	N	-\$3,113
Disabled Veterans Entered Employment Rate	25%	39%	Y	+14
Disabled Veterans Entered Retention Rate (DVERR)	42%	70%	Y	+28
Disabled Veterans Average Earnings (DVAE)	\$9,500	\$6,215	N	-\$3,285

Analysis of Table 5 - Non-Veteran Staff/Agency Services to Veterans Indicator

The ETA-9002 and the VETS-200 was used in conjunction to evaluate services of non-veterans and other eligible applicants served by veteran staff. Determining if non-veteran staff assists veterans effectively is the role of every employee in the One-Stop.

The following table shows the performance of measure, of the veteran's population served by partners versus veteran population served by DVOPs/LVERs.

Table 6 VETERAN'S POPULATION SERVED BY PARTNERS VERSUS VETERAN POPULATION SERVED BY DVOPs/LVERs	
Served by Veteran's Staff	
1. VETS200C – Total number of veterans and other eligible applicants served by Veterans staff	396
Served by Partners	
2. VETS 9002B – Total number of veterans and other eligible applicants served by partners staff	834
3. Total difference in the numbers served	438
4. Total percentage of veterans served by veterans staff using the above data	47
5. Total percentage of veterans served by partners staff using the above data	53

Analysis of Table 6

Analysis of the percentages for the 4th quarter indicate that partner staff served more veterans than the veteran staff compare with the 3rd quarter were more veterans were served by the veteran staff (65%). In the 3rd quarter only 35% veterans were served by partner staff.

Significance of Data of Table 6

Related to the significance of that data, this indicator provides information on the agency services to the veteran population. The One-Stop Centers delivery system has performance goals for services to veterans and the DVOP and LVER are not to supplant the other staff obligations to serve veterans. Everyone in the agency has a responsibility to veterans. These statistics help to evaluate the agency, or non-veteran staff, services to the veteran

ETA-9002 Analysis - Priority of Service Indicator

As part of the self-assessment process, it is reported that priority of service is being implemented by putting the veteran at the top of the waiting list (first in-line). An analysis of the ETA 9002 report will provide information on parity in the services provided to veterans vs. non-veterans, thus showing whether priority of service is truly being implemented. Priority of service is very broad, but Table 7 data were used as the population all of the services and outcomes:

TABLE 7 IMPLEMENTATIONS OF PRIORITY OF SERVICE FOR VETERANS		
1.	ETA 9002A 1A - Total Number of Applicants.	124,593
2.	ETA 9002B 1A4 - Total Number of Veterans and Other Eligible Applicants	875
3.	Total Non-veteran Applicants	123,718
4.	ETA 9002A 17A - Total Number of Applicants Referred to Employment	15,708
5.	ETA 9002B 12A4 - Total Number of Veterans and Other Eligible Applicants Referred to Employment	214
6.	Total Number of Non- Veterans Referred to Employment	15,494
7.	Total Applicants Referred	13%
8.	Total Veterans Referred	24%
9.	Total Non- Veterans Referred	13%

Significance of Table 7 Data

The significance of data of Table 7, shows that 24% percent of veterans received a referral to employment, a higher percent than non-veterans. It would appear that priority of service, especially priority of referral is being observed. By using the same formula above for other services and outcomes, the determination can be made if priority of service is being implemented. This numerical process alone does not necessarily address the qualifications of the veterans' population or the desirability of available jobs relevant to the veteran population. Further assessment of the process should be conducted, for example, compare the openings received on the 9002E with the SOC codes of available veterans to determine the potential for matching veterans' skills with available openings.

VETS-200 Analysis - Services Provided by DVOP and LVER

The VETS 200 report is, in effect, a sub-set of the ETA 9002 report. However, analysis of the VETS 200 reports is important and will allow assessors to compare services and outcomes of grant staff (DVOPs / LVER5) as compared with other office staff or the state as a whole. The assessor should review and verify the data from collected Self-Assessments (SDP, DVOP and LVER) to help understand the workload and performance outcomes of veterans served by selected staff.

The DVOP and LVER Roles and Responsibilities Indicators helps evidence the roles of Veteran staff within the center. DVOPs are placed to provide intensive services (IS) to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERs should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues.

Ideally, the 200 (A) reports are available locally; in that case the individual SDP 200 (A) report should be used. If SDP VETS 200 reports are not available, the assessor must rely on state roll-up VETS 200 reports in combination with SDP self-assessments and state office reviews. Tables 8 & 9 shows the veterans served by DVOP and LVER in PY 2013-14.

<i>Table 8</i> <i>Services Provided by DVOP</i>	
1. VETS-200A8A - Total Number who Received Staff Assisted Services	283
2. VETS-200A8B -Total Number of TSMs who Received Staff Assisted Services	11
3. VETS -200A8C - Total Number veterans and eligible persons Received Staff Assisted Services	240
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	251
5. Total Number non- veterans who Received Staff Assisted Services	32
6. Percent of Veterans	89
7. Percent of Non-veterans	11

Analysis of Table 8

Table 8 percentages for the 4th quarter indicate that the OVOPs are providing the vast majority of staff assisted services to the veteran population compare to the non-veterans. Percentages compare to the third quarter decreased by one (1) percent in both percentages reported this quarter.

Significance of Table 8 Data

The significance of data of Table 8, take to the question if the percentage of non-veterans served by the OVOP is one (1) percent, could be it attributed to a data entry error, or other issues? However if the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans. An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans. Again, this data helps evidence the roles of Veteran staff within the center. DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERS should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues. They should build relationships with all one-stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.

Table 9
Services Provided by LVER

1. VETS-200B8A - Total Number who Received Staff Assisted Services	178
2. VETS-200B8B -Total Number of Transitioning Service Members (TSMs) who Received Staff Assisted Services	6
3. VETS -200B8C - Total Number veterans and eligible persons Received Staff Assisted Services	172
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	178
5. Total Number non- veterans who Received Staff Assisted Services	0
6. Percent of Veterans	100
7. Percent of Non-veterans	0

Analysis of data on Table 9, based on VETS-200A outcomes, shows that DVOP specialist was providing services to 100% of all Veterans registered at the entry point. The data above shows no assessment of filter was done by the Wagner-Peyser staff prior to a Veteran being sent to see the DVOP for services. All veterans go directly to the DVOPs office or they asked to be directly referred to the DVOP. According to VETS- 200A, only 295 Veterans, within the targeted population, qualified to receive specialized services from the DVOPs. However, DVOPs provided services to 68 Veterans that may not qualified or are not within the targeted population to received specialized services.

Significance of Table 9 Data

The significance of data of Table 9, take to assess if the percentage of non-veterans served by the OVOP is three (3) percent, can it be attributed to a data entry error, or other issues? However If the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans. An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans. Again, this data helps evidence the roles of Veteran staff within the center. DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-an-one time to assist them into becoming job ready.

LVERS should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues. They should build relationships with all one-stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.

VETS-200 Analysis

<i>Table 10</i> <i>Services/Outcomes Provided by DVOP/LVER Staff</i>	
1. VETS-200C-8A - Total Number who Received Staff Assisted Services	444
2. VETS-200C-8B -Total Number of TSMs who Received Staff Assisted Services	15
3. VETS -200C-8C - Total Number veterans and eligible persons Received Staff Assisted Services	396
4. Total veterans and eligible persons and TSMs Received Staff Assisted Services	411
5. Total Number non- veterans who Received Staff Assisted Services	33
6. Percent of Veterans	93%
7. Percent of Non-veterans	7%

Analysis of Table 10 data indicated that staff assisted services have been provide mostly to the veterans by the DVOPs in each Local Office.

Significance of Table 10 Data

Significance of data on Table 10, take to the need of assess if the Percentage of non-veterans served by the DVOP is one (1) percent, could it be attributed to a data entry error, or other issues? However if the percentage of non-veterans served by the DVOP is over five (5) percent, additional follow-up work is required. It would appear by the data that the DVOP is not being utilized in accordance with the grant agreement. By using the same formula above for services and entered employment, the determination can be made if non-veterans are receiving the same level as veterans when served by the DVOP. As part of the self-assessment process, it is reported that a full-time DVOP is spending time serving non-veterans, An analysis of the DVOP 200 report will provide the information to substantiate the service to non-veterans, Again, this data helps evidence the roles of Veteran staff within the center, DVOPS are placed to provide intensive services to those veteran clients who have barriers to employment that need more one-on-one time to assist them into becoming job ready. LVERS should be primarily focused on being a capacity builder and trainer for one-stop centers on veteran issues. They should build relationships with all one-

stop staff/partners to educate themselves on the programs to education staff on veteran's issues and programs.

VETS-200 Analysis DVOP/LVER Roles Distinction Indicator

Distinguishing the differences in the DVOP and LVER role is evidenced in part by the VETS 200 report. If there is a similarity in the numbers between LVER and DVOP or is the LVERs number are higher that the DVOP, there may need to be a distinction of roles and responsibilities within the veteran staff. Table 11 shows the difference among the DVOP and LVER staff responsibilities and roles.

Table 11 DVOP/LVER Staff Delivery of Service	
1. VETS-200A: DVOP -8C - All Veterans and Eligible Persons Received Staff Assisted Services from a DVOP	240
2. VETS-200A: DVOP-11C - All Veterans and Eligible Persons Received Intensive Services from a DVOP	89
3. VETS -200B:LVER - 8C - All Veterans and Eligible Persons Received Staff Assisted Services from a LVER	172
4. VETS -200b:LVER - 11C - All Veterans and Eligible Persons Received Intensive Services from a LVER	0
5. Percent of those Received Staff Assisted Services who Received Intensive Services from a DVOP	37%
6. Percent of those Received Staff Assisted Services who Received Intensive Services from a LVER	0%

Analysis of Table 11

Percentages above indicate that DVOP are the sole providers of intensive services while the LVERs are not providing intensives services at all.

Significance of Table 11

Table 11 data reveal that among the DOPD and LVER Veteran staff had distinct roles that are specialized. [PL 107-288](#) identifies the differentiation and specialization of the roles. If LVER and DVOPs are functioning identical roles there is a lack of role distinction. The DVOPs primary role is providing Intensive Services, meanwhile the LVER should be focus on being a capacity builder/trainer for one-stop on veteran issues.

ETA-9002 ANALYSIS -Priority of Service (POS) Indicator from Staff Assisted Services (SAS)

Table 12 shows the veterans Staff Assisted Services outcomes:

<i>Table 12</i> <i>Outcomes by Staff Assisted Services (SAS)</i>		
1.	ETA 9002A 1A - Total Number of Applicants.	124,593
2.	ETA 9002B 1A4 - Total Number of Veterans and Other Eligible Applicants	875
3.	Total Non-Veteran Applicants	123,718
4.	ETA 9002A 14A -(total number of applicants Receiving SAS	105,331
5.	ETA 9002B 9A4 -Total Number of Veterans and Other Eligible Applicants Receiving SAS	834
6.	Total Number of Non- Veterans Receiving SAS	104,497
7.	Total Applicants Referred	85%
8.	Total Veterans Referred	95%
9.	Total Non- Veterans Referred	84%

Analysis of Table 12

The percentages above indicate that Priority of Services is rendered to the veteran population.

Significance of Table 12

By using the formula above for SAS analysis, the determination can be made if priority of services is being implemented. The passage of PL 107-188 and Section 4215 changed the scope of POS and effect every program at the workforce agency or one-stop. This numerical process alone does not necessarily address priority of service problems. However, a large disparity between non-veterans receiving SAS at a greater rate than veterans is an indicator regarding the priority of service process and further assessment of the process should be conducted, for example, compare 9002 data with the managers reports and self-assessment results, and possibly a site visit.

GOLD CARD INITIATIVE

On August 5, 2011, President Obama announced a comprehensive plan to lower veterans' unemployment and ensure that service members leave the military career job-ready. As of September 2011 it was noticed that 900,000 veterans were unemployed and the unemployment rate for post 9/11 era veterans was 11.5% nationwide. As a result, President Obama announcement included the creation of a suite of Gold Card enhanced services for post 9/11 veterans that extent for 6 consecutive months at each AJC which primarily purpose is to lower employment rates among post 9/11 veterans and provided them with a meaningful career. It is expected that between 2011 to 2016 over one million of service members leave the military. Puerto Rico recognize this fact and the workforce system is aware that those veterans have valuable experiences acquired in the military service that can be useful and marketable as job competencies into the civilian workforce.

The Gold Card Initiative is a joint effort of VETS and ETA, who has developed a suite of enhanced intensive services, including follow-up to address post 9/11 era veterans barriers to employment and while establishing priority of service it is expected that these veterans overcome the barriers to be integrated into the workforce as quick as possible.

Each AJC is responsible of promoting the Gold Card Initiative among the post 9/11 veterans and instruct them to print their Gold Card Certificate at: <http://www.dol/vets/goldcard.html> However, AJCs have been trained in identifying those post 9/11 veterans at the entry service delivery point and refer them to appropriate enhanced intensives services they are entitled to receive as required by VPL 01-12 titled: *Gold Card Initiative*.

This intensives will include but not limited to:

- Job readiness assestments, including interviews and testings
- Development of an Individual Development Plan (IDP)
- Career Guidance through group or individual counseling
- Provision of labor market, occupational, and skills transferability information
- Referrals to job banks, job portals, and job openings
- Referrals to employers and registered apprenticeship sponsors

- Referral to training by WIA-funded or third party service providers
- Monthly follow-up by an assigned case manager for six months.

Post 9/11 veterans are encouraged at the AJCs to use online national electronic tools, such as My Next Move for Veterans and the Career One-Stop Veterans Reemployment Portal.

The recently issued VPL 03-14 titled: Jobs for Veterans' State Grants (JVSG) Program Reforms Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans and VPL 04-14 titled: Designation of Additional Population of Veterans Eligible for Services from the Disable Veterans' Outreach Program Specialists – Veterans Ages 18 to 24 have changed the Gold Card Initiative provision of enhanced intensive services scenario.

In the past, when Gold Card Initiative was first implemented all post 9/11 veterans were entitled to receive from the DVOPs the 6 months of enhanced intensive services regardless they have a disability or not.

Now with the issue of VPL 03-14 and VPL 04-14, the scenario changed having only SBE veterans and 18 to 24 who are post 9/11 veterans entitled to receive those enhanced intensives services from the DVOP while the rest of the post 9/11 veterans that not meet the criteria required in VPL 03-14 and VPL 04-14 will be served by the AJCs Occupational Counselors. Quality of services is guaranteed and unaffected by this changes proposed by this new policy.

PRIORITY OF SERVICES

Title 38, USC Section 101(2) (38 USC 101 (2)); 38 USC, Chapter 41 and 42; Priority of Services for Covered Persons final Rule, 20 CFR Part 1010, Fed. Reg. 78132 Dec. 19, 2008 requires that Veterans, Covered Persons and Eligible Spouses have entitlement to Priority of Services in the AJCs or Employment Services Offices that are funded in whole or in part by DOL.

Priority of Services means that veterans, covered persons and eligible spouses are given priority over non-covered persons for the reception of employment, training, and placement services provided under a qualified job training program. Priority means that veterans, covered persons and eligible spouses either receives access to a service earlier in time than a non-covered person or, if

the resource is limited, the veteran or eligible spouse receive access to the service instead of or before the non-covered person.

For Priority of service purpose, the veteran definition is broad covering all persons that served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 USC 101(2).

Eligible Spouse as defined at section 2(a) of the JVA (38 USC 4215(a)) means the spouse of any of the following:

- Any veteran who died of a service-connected disability
- Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed for more of 90 days as missing in action, capture in line of duty by hostile force and forcibly detained or interned by foreign government or power.
- Any veteran with a total disability from a service-connected disability evaluated by VA

A spouse whose priority of service is derived from a living veteran or service member lost her priority of service if the veteran loses the status that is the basis for the priority or if she divorce from the veteran.

The workforce system network in Puerto Rico, including Wagner-Peyser, and the general public is aware of the Priority of Service entitlement to veterans, covered persons and eligible spouses through announcements posted in the bulletin boards and near the entry service delivery point. In addition, Wagner-Peyser and AJC Staff are fully trained to identify covered persons at the reception desk and once in a while they ask the public if there is any veteran or spouse among the clients at the AJC.

Verifying Priority of Service Status through the required paperwork is not mandatory unless the covered persons will undergo eligibility determination or if the applicable federal program rules requires the verification in site.

Once Priority of Service is determined the covered persons move ahead of the line to receive the appropriate employment, training and placement services over the non-covered persons as required by law and as stated by VPL 07-09. Some Unemployment Insurance Offices have adopted this

priority of service model from the Employment Service or the AJC although not mandatory by law.